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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for**

**Monday, January 14, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

**Members:**

Joan Downey (Chair), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,  
Cesar Perez, Greg Riessen, Dorris Vincent, Daniel Weaver and Jamison Wieser

**Notes:**

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San Francisco Municipal Transportation Agency, Citizens' Advisory Council  
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Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting  
Monday, January 14, 2008 at 3:00 p.m.**  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>   | <b>Estimated Time</b> |
|---------------|---|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>  | 3:00                  |
| 2.            | <b>Adopt Minutes of November 19, 2007</b> (Discussion/Action)   | 3:01                  |
| 3.            | <b>Public Comment</b>   | 3:03                  |
| 4.            | <b>Report of the Chair</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Operations Update</b><br><b>When are incident reports generated and when is 311 notified?</b><br><b>Why are PM non-outs and late-outs so much higher than the AM?</b> (Discussion/Action) Nancy Alfaro and John Byrd       | 3:05                  |
| 6.            | <b>S.F. Police Department involvement in customer and operator safety on SFMTA vehicles</b> (Discussion/Action) Deputy Chief A. Parra   | 3:30                  |
| 7.            | <b>Proof of Payment Officers Training and Deployment; increased duties to include monitoring passenger behavior such as graffiti abatement, food restrictions and feet removed from seats</b> (Discussion/Action) Ted Unaegbu | 4:05                  |
| 8.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)   | 4:40                  |
| 9.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)  | 4:50                  |
| 10.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: February 11, 2008 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) topics: graffiti abatement                | 4:55                  |
| 11.           | <b>Adjournment</b>  | 5:00                  |

Attachments:

Agenda Item 2 - Draft of November 19, 2007 Minutes

## **Disability Access**

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### **Know Your Rights Under the Sunshine Ordinance** **(Chapter 67 of the San Francisco Administrative Code)**

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the peoples' business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the peoples' review.

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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens Advisory Council (CAC)**

**Operations & Customer Service Committee (OCSC)**

**Tentative Topic Calendar**

**Referred Item to Committee:**

**Follow-up Items:**

- 39-Coit Service Improvement
- Residential Parking Permit rules and possible changes
- DPT address information requirement when calling in a complaint
- Rescue Muni J, L, M & N Lines Recommendations (St Francis Circle pedestrian barriers)
- Wayside Fare Collection Working Group (WAFER) and Fare Gate Transition and Subway Change Machines
- Department of Parking & Traffic (DPT) Combining the 587/588, Residential Parking Permit and General Enforcement Groups
- Department of Parking & Traffic (DPT) Service Standards
- Municipal Railway (Muni) Service Standards & Plan for Meeting Goals
- Communication Issues (see chart) in March 2005

**Quarterly Update:**

- Cable Car
- Passenger Service Report (PSR)



City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

Regular Meeting Minutes

Monday, January 14, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California

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1. **Call to Order / Roll Call**

Chairman Joan Downey called the meeting to order at 3:05 p.m.

**OCSC Members present at Roll Call:** Joan Downey (Chairman), Mary Burns, and Norman Rolfe.

**OCSC Members present, but absent at Roll Call:** Daniel Murphy arrived at 3:16 p.m.

**SFMTA staff and other city departments present:** John Byrd (SFMTA Deputy Director for Rail Operations), Nancy Alfaro (311 Customer Service), Deputy Chief A. Parra and Debra Reed (SFMTA CAC Secretary).

**Community representatives present:** Susan Ketizawa and Frank Kellom

2. **Adopt Minutes of November 19, 2007:**

Motion to adopt minutes: unanimously approved. (Ayes – Downey, Burns and Rolfe, except Daniel Murphy – absent).

3. **Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:** None

4. **Report of the Chairman:** Joan Downey

Chairman Downey said that on Thursday, January 23, 2008 at 6:30 p.m., there will be a meeting at Gratten School regarding the intersection at Carl and Cole Streets.

Chairman Downey will be attending an informal meeting with neighbors to discuss the closing of Carl Street from Clayton to Cole Streets as a cul-de-sac with bus stops and sidewalk bulb outs.

5. **Operations Update**

**When are incident reports generated and when is 311 notified? Why are PM non-outs and late-outs so much higher than the AM?** (Discussion/Action) John Byrd, Jim Kelly and Nancy Alfaro

Nancy Alfaro gave a brief overview of protocol when incident reports are received by 311 Services. Ms. Alfaro said that there will be a meeting on January 17, 2008 with Central



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Control, the External Affairs, Webmaster, 511 and 311 Services regarding communications and emergency protocols. Jim Kelly said that 311 Service is included with senior staff group messaging to receive electronic reports and calls of service delays.

Mr. Byrd reviewed updates in the Operations department. He reported an increase in drivers as new operators complete their classes. He also reported a 13% increase in the extra board.

Daniel Murphy recently observed an improvement in service for the N-Judah line after experiencing frequent bunching during the summer and fall months. Mr. Byrd reported an increase of 17 line managers to replace managers that had retired or were promoted.

**6. S.F. Police Department involvement in customer and operator safety on SFMTA vehicles** (Discussion/Action) Deputy Chief Antonio Parra

Deputy Chief Parra described the Muni Response Team as a group of SFPD officers assigned solely to the SFMTA. He gave an overview of the team's duties and responsibilities on transit lines. Deputy Chief Parra also described the duties and responsibilities of the Proof of Payment (POP) officers. He said that POP officers can cite for quality of life disturbances, such as loud radios, eating, drinking, and other disorderly conduct. Transit Effectiveness Policy wants to expand the POP patrol to motor coaches.

Deputy Chief Parra will be meeting with Laura Phillips, Department of the Department of Emergency Management to discussion 911 Services.

Both Chairman Downey and Daniel Murphy said that the SFMTA has a \$10M budget for police, but police are not present on transit. Deputy Chief Parra said that much of the fund covers DPT type complaints called in from the public between midnight and 6:00 a.m. when Enforcement is closed for the night.

**Public Comment**

Susan Ketizawa expressed concern regarding violence on City buses.

Frank Kellom said that operators are often not aware of crimes in progress on their buses. Parra said that SFPD will respond to 911 calls from passengers.

**7. Proof of Payment Officers Training and Deployment; increased duties to include monitoring passenger behavior such as graffiti abatement, food restrictions and feet removed from seats** (Discussion/Action) Ted Unaegbu

Mr. Unaegbu was not available for this item. The item will be continued.

**8. Committee Members' Questions/Information Requests:** (Discussion)

- In view of the \$10M budgeted for SFPD, what number of parking citations is issued by SFPD issue between midnight and 6 a.m. when DPT is closed. (Daniel Murphy)
- The NextBus sign located at the St. Francis circle at 470 West Portal Avenue on both the inbound and outbound side never worked. The sign has since become a target for graffiti. (Mary Burns)

- At the outbound N-Judah stop at 2<sup>nd</sup> and Irving Avenues, the sidewalk was bulbed out but the bollards were removed. Why bollards removed? The stop is now a safety hazard due to cars driving over the sidewalk. (Daniel Murphy)
- Is there a limit for RPPs per household? How many have four or more RPP permits? (Mary Burns)
- What is the capability to berth multiple two-cars trains at a station platform (Fred Stephens sent a letter to Eric Carlson, dated July 5, 2005 stating that "a feature will be added to the existing software to allow, double berthing. The second train will be able to stop in automatic mode and discharge passengers.") (Joan Downey)
- Did DPT fill the 54 vacancies for Parking Control Officers? (Joan Downey)

**9. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: February 25, 2008 Time: 3:00 p.m.

1 So Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

- 908 statistics from Deputy Chief Parra for a future discussion
- Police presence on transit for a future discussion
- Proof of Payment officer training, deployment, and duties
- Plans for Carnival
- DPT traffic camera success rate

**10. Adjournment:** 4:56 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*







**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for**

**Monday, February 25, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

**Members:**

Joan Downey (Chair), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,  
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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting  
Monday, February 25, 2008 at 3:00 p.m.**  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>  | <b>Estimated Time</b> |
|---------------|--|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>   | 3:00                  |
| 2.            | <b>Adopt Minutes of January 28, 2007</b> (Discussion/Action)   | 3:01                  |
| 3.            | <b>Public Comment</b>  | 3:03                  |
| 4.            | <b>Report of the Chair</b> (Discussion/Action)   | 3:04                  |
| 5.            | <b>Operations Update (Explain the Daily Service Report)</b><br>(Discussion/Action) John Byrd   | 3:05                  |
| 6.            | <b>Magnetic Stripe Pilot Project</b> (Discussion/Action) Corey Marshall  | 3:35                  |
| 7.            | <b>Deployment of POP Transit Fare Inspectors; training; increasing their duties to include monitoring passenger behavior such as graffiti abatement, food restrictions and feet removed from seats</b> (Discussion/Action) Ted Unaegbu   | 4:15                  |
| 8.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)  | 4:45                  |
| 9.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:50                  |
| 10.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: March 17, 2008 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) <ul style="list-style-type: none"> <li>• Graffiti abatement</li> <li>• Q2 FY 08 Service Standards</li> <li>• Proposed FY09 Service Standards Changes</li> </ul> | 4:55                  |
| 11.           | <b>Adjournment</b>   | 5:00                  |

Attachments:

Agenda Item 2 - Draft of January 28, 2008 Minutes

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

**Monday, February 25, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Joan Downey called the meeting to order at 3:08 p.m.

**OCSC Members present at Roll Call:** Joan Downey, Daniel Murphy and Norman Rolfe.

**OCSC Members absent:** Mary Burns

**2. Adopt Minutes of January 25, 2008:**

On motion to adopt January minutes: Adopted. Ayes – Downey, Murphy and Rolfe

**3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:** None

**4. Report of the Chairman:** Joan Downey

No report.

**5. Operations Update (Discussion/Action) John Byrd**

John Byrd was not available to attend the meeting.

**6. Magnetic Stripe Pilot Project (Discussion/Action) Corey Marshall**

Mr. Marshall said the SFMTA Board has made progress with BART to develop a senior and disabled fast pass or a RTC card sticker for unlimited BART rides within San Francisco. A 12 to 18 month pilot program to sell a limited number of passes will be presented before the SFMTA Board of Directors.

Dan Murphy made the following motion:

WHEREAS BART currently allows vendors to sell multiple discount tickets without verification of eligibility status; and

WHEREAS A pilot project greater than 90 days selling 2,000 BART enabled tickets to a market base of 35,000 riders would prove confusing and unfair,

THEREFORE BE IT RESOLVED THAT, The SFMTA CAC recommends that the SFMTA Board reject any agreement on senior and disabled fast pass use on BART that requires SFMTA to apply more stringent eligibility verification processes, than BART itself applies. The SFMTA



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CAC recommends that any pilot program be limited to no more than 90 days before all senior and disabled fast passes are enabled for unlimited BART rides within San Francisco.

The SFMTA CAC further recommends that, to address concerns about fraud, that proof of payment inspectors be asked to take extra care in verifying eligibility of people holding senior youth and disabled passes and that SFMTA collect data on citations issued for fraudulent use of these fare instruments.

On motion regarding senior and disabled 90-day BART pilot: Adopted. Ayes – Downey, Murphy and Rolfe.

**7. Proof of Payment Officers Training and Deployment; increased duties to include monitoring passenger behavior such as graffiti abatement, food restrictions and feet removed from seats** (Discussion/Action) Ted Unaegbu

Mr. Unaegbu said that monitoring passenger behavior is already listed among the duties outlined for proof of payment fare inspectors in the San Francisco Traffic code sections 127 and 128. Fare inspectors will contact the Police Department to report serious offenses.

**8. Committee Members' Questions/Information Requests:** (Discussion)

- What is the status on the berthing of multiple two-car trains in Metro platforms?
- When Central Control calls for tow services, are tow companies paid per call or per tow?

**9. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: March 17, 2008 Time: 3:00 p.m.

1 So Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

- Operations Update and an explanation on how to read the Daily Ops report
- Service Standards
- Graffiti abatement

**10. Adjournment:** 4:55 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC – Secretary*



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Municipal Transportation Agency  
Citizens' Advisory Council**

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| 4.            | <b>Report of the Chair</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Operations Update; Explain the Daily Service Report</b><br>(Discussion/Action) John Byrd   | 3:05                  |
| 6.            | <b>Service Standards: Q2FY08 &amp; Proposed FY09</b> (Discussion/Action)<br>Travis Fox  | 3:35                  |
| 7.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)   | 4:45                  |
| 8.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)  | 4:50                  |
| 9.            | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: April 21, 2008 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075)<br>topics: <ul style="list-style-type: none"> <li>• Graffiti abatement</li> <li>• POP reports regarding fare evasion</li> <li>• Central Control towing service requests for blocked transit</li> </ul> | 4:55                  |
| 10.           | <b>Adjournment</b>  | 5:00                  |

Attachments:

Agenda Item 2 - Draft of February 25, 2008 Minutes



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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

GOVERNMENT  
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**Regular Meeting Minutes**

JAN 13 2010

**Monday, March 17, 2008 at 3:00 p.m.**

**1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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1. **Call to Order / Roll Call:** Chairman Joan Downey called the meeting to order at 3:00 p.m.

**OCSC Members present at Roll Call:** Mary Burns and Joan Downey.

**OCSC Members present, but absent at Roll Call:** Norman Rolfe arrived at 3:03 p.m.

**OCSC Members absent:** Daniel Murphy

**SFMTA CAC Members, not on this committee, but also present:** Steve Ferrario  
(selected as pro-temp for Daniel Murphy)

2. **Adopt Minutes of February 25, 2008:**

On motion to adopt February minutes: Approved, Ayes – Burns, Downey, Ferrario and Rolfe

3. **Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:**

Rosie West said that the escalators run too fast and she does not know where elevators are located.

Operators driving the M-Oceanview line often stop for a ten-minute delay in the morning on Randolph Street without announcing the reason for the delay.

Passengers are bringing too many large strollers on rail cars which make it very hazardous for handicapped passengers.

4. **Report of the Chairman:** Joan Downey

Chairman Downey stated that the Lighthouse for the Blind will be partnering with other agencies to use money donated for pedestrian safety towards a film project regarding sidewalk parking. She also stated that the Fix Masonic Street group needs support from the CAC.

5. **Operations Update; Explain the Daily Service Report** (Discussion/Action) John Byrd

John Byrd, Deputy Director for Rail Operations, reviewed the Daily Service Report.



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**6. Service Standards: Q2FY2008 and Proposed FY2009 (Discussion/Action)** Travis Fox

Travis Fox, Principal Administrative Analyst, reviewed the Q2FY2008 Service Standards Report.

Chairman Downey made the following recommendation:

RESOLVED, That the SFMTA CAC recommends that A1: the on-time performance measure be defined as the schedule adherence for those lines with headways greater than ten minutes and defined as the headway adherence for those lines with headways less than ten minutes. On-time performance will be a composite number depending on the type of line.

FURTHER BE IT RESOLVED, That the SFMTA CAC recommends that A4: the SFMTA use Automatic Passenger Counter data for buses. Use passenger traffic checkers to collect more data for rail. Load factor should be a percent of peak-time runs where the load factor exceeds 85%.

FURTHER BE IT RESOLVED, That the SFMTA CAC recommends that the SFMTA eliminate A5.

FURTHER BE IT RESOLVED, That the SFMTA CAC recommends that the SFMTA add the number of pedestrian deaths for DPT performance.

On motion to adopt the recommended changes to the Service Standards Report: Adopted, Ayes – Burns, Downey, Ferrario and Rolfe

Steve Ferrario made the following recommendation:

WHEREAS, The service standards data and analyses are critical to improving SFMTA performance.

THEREFORE BE IT RESOLVED, That the SFMTA CAC recommends that additional resources and personnel be dedicated to this function.

On motion to adopt the recommended changes to the Service Standards Report: Adopted, Ayes – Burns, Downey, Ferrario and Rolfe

**7. Staff responses for Recommendations and Information Requests (Discussion/Action)**

None.

**8. Committee Members' Questions/Information Requests: (Discussion)**

There was a Muni bus dispatched to chauffeur Mayor Newsom while attending a press conference at the Hall of Flowers/County Fair Building. (from Joan Downey)

1. Who pays for the bus and the driver?
2. Is the driver from the extra-board that would have filled one of the missed runs if he had not been driving the mayor around?

**9. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: April 21, 2008 at 3:00 p.m.

1 So Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

- Vehicle Cleaning
- Graffiti abatement
- POP reports regarding fare

**10. Adjournment:** 5:06 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

US-17-06110236-PYU

**Operations & Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for**

**Monday, April 21, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

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**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen,  
Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting  
Monday, April 21, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California**

**AGENDA**

| <b>Item #</b> | <b>Item</b>  | <b>Estimated Time</b> |
|---------------|--|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>   | 3:00                  |
| 2.            | <b>Adopt Minutes of March 17, 2008</b> (Discussion/Action)   | 3:01                  |
| 3.            | <b>Public Comment</b>  | 3:03                  |
| 4.            | <b>Report of the Chair</b> (Discussion/Action)   | 3:04                  |
| 5.            | <b>Graffiti abatement &amp; car cleanliness</b> (Discussion/Action) Jack Blanchfield and Brent Jones   | 3:05                  |
| 6.            | <b>Central Control towing service requests</b> (Discussion/Action) David Banbury   | 3:30                  |
| 7.            | <b>Operations Update</b> (Discussion/Action) John Byrd   | 3:55                  |
| 8.            | <b>Sidewalk parking PSA video: feedback</b> (Discussion/Action) Marie Holland  | 4:20                  |
| 9.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)  | 4:45                  |
| 10.           | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:50                  |
| 11.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: May 19, 2008 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) | 4:55                  |
| 12.           | <b>Adjournment</b>   | 5:00                  |

Attachments:

Agenda Item 2 - Draft of March 17, 2008 Minutes



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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (SFMTA CAC)**

**Operations and Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

**Monday, April 21, 2008 at 3:00 p.m.**

**1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Downey called the meeting to order at 3:00 p.m.

**OCSC Members present at Roll Call:** Mary Burns, Joan Downey and Daniel Murphy.

**OCSC Members present, but absent at Roll Call:** Norman Rolfe arrived at 3:03 p.m.

**SFMTA CAC Members, not on this committee, but also present:** Ruth Wheeler

**2. Adopt Minutes of March 17, 2008:**

On motion to adopt minutes: Approved, Ayes – Burns, Downey and Murphy (Except Norman Rolfe arrived at 3:03 p.m.)

**3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:**

None.

**4. Report of the Chairman:** Joan Downey

No report.

**5. Graffiti abatement and car cleanliness (Discussion/Action)** Jack Blanchfield and Brent Jones

Jack Blanchfield, Chief Mechanical Officer – Bus, and Brent Jones, Transit Car Cleaner Assistant Supervisor, gave an overview of transit vehicle cleaning arrangements and graffiti abatement.

OCSC collectively made the following motion:

WHEREAS the removal of graffiti and trash should be high priority as the SFMTA seeks to attract passengers to Muni and improve the customer experience,

THEREFORE BE IT RESOLVED That the SFMTA CAC recommends that the SFMTA investigate reinstating vehicle cleaning assistance from General Assistance Program workers and the Sheriff's Work Alternative Program.

On motion to reinstate cleaning assistance from both the General Assistance Program and the Sheriff's Work Alternative Program: Approved, Ayes – Burns, Downey, Murphy and Rolfe (arrived at 3:03 p.m.)



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**6. Central Control towing service requests** (Discussion/Action) David Banbury

David Banbury, Manager – Central Control, reviewed towing procedures.

**7. Operations Update** (Discussion/Action) John Byrd

Mr. Byrd gave an update on operations incidents and developments.

**8. Sidewalk parking PSA video Feedback:** (Discussion/Action) Jessie Lorenz from the Lighthouse for the Blind and Marie Holland

Jessie Lorenz was not available for this meeting. Marie Holland, DPT Director, agreed to attend the next Sidewalk Parking PSA video presentation.

**9. Staff responses for Recommendations and Information Requests**  
(Discussion/Action)

**10. Committee Members' Questions/Information Requests:** (Discussion)

- Status Dan Murphy asked about the status on bomb resistant trash cans at metro platforms
- A protected turn for 19<sup>th</sup> Avenue and Sloat Boulevard (Mary Burns was referred to Ricardo Olea)
- Moving a stop located at 9<sup>th</sup> Avenue and Irving (Joan Downey was referred to Javad Mirabdal).

**11. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: May 19, 2008 Time: 3:00 p.m.

1 So Van Ness Avenue, 3<sup>rd</sup> floor (Conference Room 3075)

- Traffic Signals 4-Way Red Phase with increase Yellow

**12. Adjournment:** 5:04 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*



**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for**

**Monday, May 19, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

**Members:**

Joan Downey (Chair), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

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Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

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| <b>Item #</b> | <b>Item</b>   | <b>Estimated Time</b> |
|---------------|---|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>  | 3:00                  |
| 2.            | <b>Adopt Minutes of April 21, 2008</b> (Discussion/Action)  | 3:01                  |
| 3.            | <b>Public Comment</b>   | 3:03                  |
| 4.            | <b>Report of the Chair</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Operations Update</b> (Discussion/Action) John Byrd  | 3:05                  |
| 6.            | <b>POP reports re fare evasion</b> (Discussion/Action) Joy Houlihan   | 3:35                  |
| 7.            | <b>Central Control towing service requests</b> (Discussion/Action) no staff required  | 4:05                  |
| 8.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)   | 4:15                  |
| 9.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)  | 4:20                  |
| 10.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: June 16, 2008 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) topics: | 4:25                  |
| 11.           | <b>Adjournment</b>  | 4:30                  |

Attachments:

Agenda Item 2 - Draft of April 2008 Minutes

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for**

**Monday, June 16, 2008 at 3:15 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

**Members:**

Joan Downey (Chair), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,  
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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting  
Monday, June 16, 2008 at 3:15 p.m.**  
1 South Van Ness Avenue, Room 3075  
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**AGENDA**

| <b>Item #</b> | <b>Item</b>   | <b>Estimated Time</b> |
|---------------|---|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>  | 3:15                  |
| 2.            | <b>Adopt Minutes of May 19, 2008</b> (Discussion/Action)  | 3:16                  |
| 3.            | <b>Public Comment</b>   | 3:17                  |
| 4.            | <b>Report of the Chair</b> (Discussion/Action) The signs are on the Forest Hill Station!!!  | 3:18                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) John Byrd  | 3:20                  |
| 6.            | <b>Rubber tire not-outs:</b> (Discussion/Action) How is it determined in the Daily Operations report which lines are on the not-out list for a shift?<br>Don Gee                            | 3:50                  |
| 7.            | <b>Traffic signals:</b> (Discussion/Action) How is it determined what type of signal (all are red for a few seconds, pedestrian only, etc.) will be used at each intersection? Ricardo Olea | 4:20                  |
| 8.            | <b>Central Control towing service requests</b><br>(Committee Discussion/Action)   | 4:50                  |
| 9.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)   | 5:00                  |
| 10.           | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)  | 5:05                  |
| 11.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: August 18, 2008 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) topics:   | 5:10                  |
| 12.           | <b>Adjournment</b>  | 5:16                  |

Attachments:

Agenda Item 2 - Draft of May 2008 Minutes

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City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council

Operations & Customer Service Committee (OCSC)

Regular Meeting Minutes

Monday, June 16, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California

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1. **Call to Order / Roll Call**

Chairman Downey called the meeting to order at 3:20 p.m.

**OCSC Members present at Roll Call:** Mary Burns, Joan Downey and Norman Rolfe.

**OCSC Members present, but absent at Roll Call:** Daniel Murphy arrived at 4:00 p.m.

2. **Adopt Minutes of April 21, 2008:**

On motion to adopt April 21, 2008 minutes: Approved: Ayes – Burns, Downey and Rolfe  
(Murphy – Absent)

3. **Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:**

None.

4. **Report of the Chairman:** Joan Downey

Chairman Downey stated that the signs are up at the Forest Station.

Chairman Downey stated that she spoke to Javad Mirabdal about relocating the outbound N-Judah stop at 9<sup>th</sup> Avenue and Irving.

Chairman Downey stated that the Pedestrian Deaths report will be added to the Service Standards report.

5. **Metro Operations Update** (Discussion/Action) John Byrd and Srecko Kahvedzic

Daniel Murphy arrived at 4:00 p.m.

John Byrd was not present for an update.

Chairman Downey asked if a report could be generated that shows the headways of the metro lines, since it previously was included in the daily operations report. Srecko Kahvedzic, Operations Analysts, stated that the Daily Operations Report is an internal document used by senior management for forecasting purposes. He said that Muni is short by some 250 operators. Even in the case of scheduled absenteeism transit routes can not be adequately covered.

Chairman Downey made the following recommendation to post the Daily Operations report on the SFMTA's public website.



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☎ (415) 701-4666 FAX (415) 701-4502



The SFMTA CAC recommends that the SFMTA make the Daily Operations report available on SFMTA's public website in a timely manner.

On motion to post the Daily Operations report: Approved: Ayes – Burns, Downey, Murphy and Rolfe.

Chairman Downey wanted a letter from the SFMTA CAC presented to Chief of Police Heather Fong and all the Police Captains stating that citations should be issued to all private drivers responsible for transit disruptions. Chairman Downey made the following recommendation regarding citing vehicles blocking transit.

The SFMTA recommends that the San Francisco Police Department and/or the Department of Parking and Traffic ticket all vehicles obstructing Muni lines and that Police and Parking Control Officers are instructed that tickets be issued in all such circumstances, and that officer discretion not be exercised.

On motion to cite all private vehicles blocking transit: Approved: Ayes – Burns, Downey, Murphy and Rolfe

Daniel Murphy stated that he would forward a letter to the Chief of Police and Police Captains after he presents the recommendation regarding citing private vehicles to the SFMTA Board of Directors.

**6. Rubber tire not-outs:** (Discussion/Action) How is it determined which lines are on the not-out list for a shift? Don Gee

Don Gee, Deputy Director of Bus Operations and Maintenance, was not present for this item. Srecko Kahvedzic, Operations Analysts, suggested inviting Madelyn Harris, Superintendent.

**7. Traffic signals:** (Discussion/Action) Ricardo Olea

Ricardo Olea, Engineer – Traffic Division, described various types of traffic signal systems deployed throughout San Francisco.

Norman Rolfe asked about pedestrian leading signals. Mr. Olea stated that pedestrian leading interval signals give foot traffic a head start before signaling vehicle traffic to proceed.

Mr. Rolfe asked about transit priority signals. Mr. Olea stated that the technology has already been deployed along cable car routes and the T-Third route where needed. Engineering and Muni are reviewing various technology for busses, such as GPS (Global Positioning System) and infrared technology.

**Public Comment**

David Vartinoff stated he would forward to Ricardo Olea and Julie Kirschbaum a list of intersections with four-way stops signs to be evaluated for transit priority signal replacements in order to speed up transit along the J, K, L and M light rail lines.

**8. Central Control towing service requests**

(Committee Discussion/Action) Is the towing company paid if the car has left when they arrive? *There are no fees for calls to dispatch tow trucks. Fees assessed once vehicles are towed and impounded are paid by vehicle owners. (John Wicker, President of AutoReturn)*

Chairman Downey made the following recommendation:

The SFMTA CAC recommends that the SFMTA investigate an expedited procedure for towing private vehicles in the path of Muni vehicles, and that this procedure would include a system by which tow truck operators would receive reasonable compensation for situations in which the obstruction is cleared before the tow truck arrives.

On motion regarding compensation to tow vehicles: Approved: Ayes – Burns, Downey, Murphy and Rolfe

**Public Comment:**

David Vartanoff stated that Central Control should make calls for enforcement and not operators in order to insure accurate accounting records.

**9. Staff responses for Recommendations and Information Requests**

(Discussion/Action)

**10. Committee Members' Questions/Information Requests: (Discussion)**

- Joan Downey requested a copy of the list of the runs by line, division by time of day and day of week. (Samuel Lau)

**11. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: July 21, 2008 Time: 3:00 p.m.

1 So Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

- Cable Car on-time performance (Brendan Scanlon)
- PSR update (Mary Travis-Allen)

**12. Adjournment: 4:55 p.m.**

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*







**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for**

**Monday, July 21, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

07-23-08A10:58 RCV

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**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,  
Cesar Perez, Greg Riessen, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting  
Monday, July 21, 2008 at 3:00 p.m.**  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>   | <b>Estimated Time</b> |
|---------------|---|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>  | 3:00                  |
| 2.            | <b>Adopt Minutes of June 16, 2008</b> (Discussion/Action)   | 3:01                  |
| 3.            | <b>Public Comment</b>   | 3:02                  |
| 4.            | <b>Report of the Chair</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Rubber Tire Not-Outs:</b> (Discussion/Action) How is it determined in the Daily Operations report which lines are on the not-out list for a shift? How many buses are scheduled for each line by AM & PM? Don Gee  | 3:05                  |
| 6.            | <b>Cable Cars</b> - Update on the on-time performance. (Discussion/Action)<br>Brendon Scanlon   | 3:35                  |
| 7.            | <b>Metro Operations Update</b> (Discussion/Action) John Byrd  | 4:05                  |
| 8.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)   | 4:45                  |
| 9.            | <b>Committee Members' Questions/Information Requests</b> (Discussion/Action)  | 4:50                  |
| 10.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: August 18, 2008 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) topics: <ul style="list-style-type: none"> <li>• Passenger Service Reports (PSR)</li> <li>• Alternate chairmen</li> </ul> | 4:55                  |
| 11.           | <b>Adjournment</b>  | 5:00                  |

Attachments:

Agenda Item 2 - Draft of June 16, 2008 Minutes





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

**Monday, July 21, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Downey called the meeting to order at 3:03 p.m.

**OCSC Members present at Roll Call:** Joan Downey, Norman Rolfe and Ruth Wheeler (appointed by Chairman Downey as pro tem for Daniel Murphy).

**OCSC Members present, but absent at Roll Call:** Mary Burns arrived at 3:26 p.m.

**OCSC Members absent:** Daniel Murphy

**2. Adopt Minutes of June 16, 2008:**

On motion to adopt the minutes for June 16, 2008: Adopted: Ayes – Downey, Rolfe and Wheeler. (Absent – Burns and Murphy)

**3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:**

Rosie West stated that M-line drivers close their window at the West Portal station hindering passengers from paying their fare. John Byrd stated that since fares were collected at fare gates drivers didn't need to have their windows open to collect fares.

Ms. West said that an operator had the window closed and instructed her to use the red emergency button. She needed to request a handicap stop. John Byrd stated that the red button is for passengers to speak with the driver.

**4. Report of the Chairman:** Joan Downey

Chairman Downey stated that on Tuesday, July 8, 2008, the line for purchasing the special three-day pass at the Powell Street kiosk extended around the corner. Long lines can potentially discourage passengers from buying passes.

Chairman Downey cancelled the OCSC meeting for August 2008.

**5. Rubber Tire Not-Outs:** (Discussion/Action) Don Gee

Don Gee, Superintendent, was not present.

**6. Cable Cars -** Update on the on-time performance. (Discussion/Action) Brendon Scanlon

Brendon Scanlon, Superintendent, Cable Car Operations, was not present.



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**7. Operations Update** (Discussion/Action) John Byrd

John Byrd, Deputy Director of Rail Operations, gave an update on recent developments in the Metro system.

Chairman Downey commented that the number of "not-outs" was down. Mr. Byrd stated that it was due to attrition. Mary Burns asked about cleaning trains. John Byrd stated that the cleaning department needs more staff. Chairman Downey stated that the SFMTA CAC passed a motion that recommended reinstating vehicle cleaning assistance from General Assistance Program workers and the Sheriff's Work Alternative Program.

Chairman Downey asked for an update on double berthing and re-sequencing cars from the Embarcadero station. Mr. Byrd stated that Thales is going to evaluate the system to accommodate double berthing. He spoke about the possibility of establishing LRV storage at Harrison and working out union issues to reassign relief operators as drivers.

Mary Burns asked about vehicles wrapped with advertising. Mr. Byrd stated that the advertising campaign clearance program will ensure that vehicle visibility levels would remain safe.

Chairman Downey asked about people assigned to watch each line. John Byrd stated that six new inspectors recently completed training; however, there remains a shortage of inspectors. During peak commute hours, inspectors are available at terminals to ensure that trains leave on time.

**8. Staff responses for Recommendations and Information Requests**  
(Discussion/Action)

**9. Committee Members' Questions/Information Requests:** (Discussion)

Chairman Downey stated that there have been several accidents at Willard and Carl Streets because the stop sign is a two-way sign. There needs to be a sign indicating that cross traffic does not stop.

**10. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: September 15, 2008 Time: 3:00 p.m.  
1 So. Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

- The OCSC meeting for August 2008 has been cancelled
- Passenger etiquette rules – Murray Bond

**11. Adjournment:** 4:25 p.m.

*Respectfully submitted by:*  
*Debra J. Reed*  
*SFMTA CAC – Secretary*



**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Notice**

**The Meeting for Monday, August 18, 2008**

**"Has Been Cancelled"**

**1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

09-04-08A10:34 REV'D

**Operations and Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for**

**Monday, September 15, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

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Municipal Transportation Agency  
Citizens' Advisory Council  
Operations and Customer Service Committee (OCSC)**

**Regular Meeting**

**Monday, September 15, 2008 at 3:00 p.m.**  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

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| 4.            | <b>Report of the Chair</b> (Discussion/Action)   | 3:04                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) John Byrd   | 3:05                  |
| 6.            | <b>Rubber tire not-outs</b> (Discussion/Action) Mary Travis-Allen and Srecko Kahvedzic   | 3:35                  |
| 7.            | <b>Cable Cars - Update on the on-time performance</b><br>(Discussion/Action) Ernesto Del Barrio  | 4:05                  |
| 8.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)  | 4:45                  |
| 9.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:50                  |
| 10.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: October 20, 2008 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) | 4:55                  |
| 11.           | <b>Adjournment</b>   | 5:00                  |

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| 2.            | <b>Adopt Minutes of July 21, 2008</b> (Discussion/Action)  | 3:01                  |
| 3.            | <b>Public Comment</b>  | 3:02                  |
| 4.            | <b>Report of the Chair</b> (Discussion/Action)   | 3:04                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) John Byrd   | 3:05                  |
| 6.            | <b>Rubber tire not-outs</b> (Discussion/Action) Mary Travis-Allen and Srecko Kahvedzic   | 3:35                  |
| 7.            | <b>Culture Bus Plans</b> (Discussion/Action) Julie Kirschbaum  | 4:05                  |
| 8.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)  | 4:45                  |
| 9.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:50                  |
| 10.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: October 20, 2008 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) | 4:55                  |
| 11.           | <b>Adjournment</b>   | 5:00                  |

Attachments:

Agenda Item 2 - Draft of July 21, 2008 Minutes

## **Disability Access**

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### **Know Your Rights Under the Sunshine Ordinance** **(Chapter 67 of the San Francisco Administrative Code)**

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

**Monday, September 15, 2008 at 3:00 p.m.**  
**1 South Van Ness Avenue, Conference Room 3075**  
**San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Downey called the meeting to order at 3:03 p.m.

**OCSC Members present at Roll Call:** Mary Burns, Joan Downey and Norman Rolfe

**OCSC Members present, but absent at Roll Call:** Daniel Murphy

**OCSC Members absent:** None

**SFMTA CAC Members, not on this committee, but also present:** None

**2. Adopt Minutes of July 21, 2008:**

On motion to adopt the minutes of July 21, 2008: Adopted: Ayes – Burns, Downey and Rolfe (Absent – Murphy)

**3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:**

None

**4. Report of the Chairman:** Chairman Downey

No Report

**5. Metro Operations Update (Discussion/Action) John Byrd**

John Byrd, Deputy Director for Rail Operations, stated that the opening ceremony for the Muni Metro East (MME) is scheduled for September 21, 2008. The MME open-house is scheduled for Saturday, September 20, 2008.

Mr. Byrd stated that initially 30 to 35 trains will be relocated from the Sixth and King Streets yard, followed by 80 cars from the Metro Green yard in January or February 2009. Streetcars will be dispatched from both the MME and Green yards. Historic train storage will remain at the Geneva yard.

Re-sequencing of trains at the Embarcadero station was implemented last week. Consultants will be conducting a train capacity study. Removing seats has been recommended to increase capacity. Thales Rail Signaling Solutions completed their assessment of the current Automatic Train Control System. Staff is hoping for upgrades to allow for double berthing of vehicles. Mr. Byrd stated that cable cars are being tracked by



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the Global Positioning System. Cable car on-time performance is up to 80% which is an improvement over the previous 60% performance results.

Vehicle availability continues to be an issue. Twelve trains are incapacitated due to accidents. Compressors and doors need to be rehabilitated. Staff is seeking funding for maintenance.

**6. Rubber tire not-outs** (Discussion/Action) Mary Travis-Allen and Samuel Lau

Samuel Lau, Deputy Chief Operating Officer, stated that extra board operators cover runs when operators are not available. Throughout the day demand fluctuates. More operators will be assigned to the extra board as new operators graduate from training. Two 50-student classes are scheduled to begin on October 20, 2008.

Dan Murphy arrived at 3:30 p.m.

Mary Travis-Allen, Acting Senior Operations Manager, Bus Operations, stated that dispatchers also utilize operators who are on their stand-by-time to fill open runs. Daniel Murphy asked about the size of Division extra boards. Ms. Allen stated that the Divisions are aiming for extra-boards equivalent to 20% of their operators. Mr. Murphy asked about a cross-divisional extra-board. Ms. Allen stated that Presidio and Potrero each have a five-member floating extra-board to cover trolley buses and Kirkland and Woods each have a five-member floating extra-board to cover diesel buses.

**7. Culture Bus Plans** (Discussion/Action) Julie Kirschbaum

Julie Kirschbaum, TEP Program Manager, reviewed the 74X-Culture Bus pilot project. Ms. Kirschbaum stated that the SFMTA was approached by cultural organizations who expressed interest in a route tailored for museum visitors. The museums put together their own marketing and promotion campaign. The route will officially launch on September 27, 2008. The service will operate seven days per week, except holidays, from 8:40 a.m. to 5:50 p.m. with a 20-minute headway. The fare will be seven dollars or three dollars with a monthly fast pass. The discount fare for seniors and youth will be five dollars. Chairman Downey asked about including the Legion of Honor in the route. Ms. Kirschbaum stated that if the pilot is successful, adding the Legion of Honor, the Golden Gate Bridge and the Exploratorium would be taken into consideration.

Daniel Murphy said that a stop at the UCSF parking garage on Second Avenue and Irving may be ideal. Ms. Kirschbaum stated that the 20-minute headway may not be attractive to UCSF garage customers.

Ms. Kirschbaum stated that Murray Bond is exploring signage in multiple languages.

**8. Staff responses for Recommendations and Information Requests**  
(Discussion/Action)

**9. Committee Members' Questions/Information Requests:** (Discussion)

- Chairman Downey wants to know how much has been spent on track maintenance over the last five years on Carl Street between Cole and Arguello Streets.

**10. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: October 27, 2008 Time: 3:00 p.m.

1 So Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

- Cable cars on-time service delivery update
- Deadheading

**11. Adjournment:** The meeting was adjourned at 5:06 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for  
Monday, October 27, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Room 7040  
San Francisco, CA**

**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey,  
Cesar Perez, Greg Riessen, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

The MTA CAC may be contacted as follows:

Municipal Transportation Agency, Citizens' Advisory Council  
1 South Van Ness Avenue, 7th Floor – San Francisco, CA 94103-5417  
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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting  
Monday, October 27, 2008 at 3:00 p.m.**  
1 South Van Ness Avenue, Room 7040  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>   | <b>Estimated Time</b> |
|---------------|---|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>  | 3:00                  |
| 2.            | <b>Adopt Minutes of September 15, 2008</b> (Discussion/Action)  | 3:01                  |
| 3.            | <b>Public Comment</b>   | 3:02                  |
| 4.            | <b>Report of the Chair</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) John Byrd  | 3:05                  |
| 6.            | <b>On-Time Performance plans</b> (Discussion/Action) Samuel Lau, Mary Travis-Allen and Pacifico Pacuba  | 3:35                  |
| 7.            | <b>Deadhead Bus Procedures</b> (Discussion/Action) Sam Lau and Mary Travis-Allen  | 4:15                  |
| 8.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)   | 4:45                  |
| 9.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)  | 4:50                  |
| 10.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: November 17, 2008 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) | 4:55                  |
| 11.           | <b>Adjournment</b>  | 5:00                  |

Attachments:  
Agenda Item 2 - Draft of September 15, 2008 Minutes

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## **Notes:**

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Members of the Citizens' Advisory Council who are not members of the FAC may attend Committee meeting.

In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

**Monday, October 27, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Downey called the meeting to order at 3:06 p.m.

**OCSC Members present at Roll Call:** Mary Burns and Joan Downey Norman Rolfe.

**OCSC Members present, but absent at Roll Call:** Daniel Murphy arrived at 3: 30 p.m.

**2. Adopt Minutes of September 15, 2008:**

On motion to adopt the minutes of September 15, 2008: Adopted: Ayes – Burns, Downey and Rolfe. (Absent – Murphy)

**3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:**

None

**4. Report of the Chairman:** Joan Downey

Chairman Downey reported that no one asked her for proof of payment when she road the cable car. Ms. Downey stated that she is no longer receiving the Daily Operations reports. Daniel Murphy stated that the reports were being revamped. CAC Secretary Debra Reed will follow up to verify the Ms. Downey is still on the distribution list for the Daily Operations Report.

**5. Metro Operations Update (Discussion/Action)** John Byrd and David Hill

John Byrd, Deputy Director, Rail Operations, gave an update on rail operations. Mr. Byrd gave an overview of the ongoing operator training program. Mr. Byrd stated that he has been working together with the Union, the operators, the inspectors and Central Control to focus on the evening commute. Re-sequencing trains is working well.

Operator staff for runs and extra boards is down from 353 to 335. Supervisor and superintendent numbers are down.

Mr. Byrd stated that line studies report that fare collection accrues significant delay time.

**6. On-Time Performance plans (Discussion/Action)** Samuel Lau and Mary Travis-Allen

Samuel Lau, Deputy Chief Operating Officer, stated that the TEP Automatic Passenger Counters provides very effective data to study ridership and on-time performance. It helps



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the SFMTA to understand where people are going, where and why buses are bogged down in areas, and which lines to pinpoint and prioritize for more resources. Divisions are conducting line by line studies with schedulers, parking enforcement personnel, and transit supervisors to examine transit conditions at various times of the day. Traffic Engineering, Enforcement and transit supervision will use snapshots of the lines to develop long term strategies for on-time fixes, such as, traffic bottle neck solutions, schedule adjustments, traffic signal timing changes, supervision for monitor peak periods and signups.

Mary Travis-Allen, Acting Senior Operations Manager, stated that some lines have a lot of issues. More operators are needed to resolve overcrowding and bunching. Mr. Lau stated that class size for new operator training has been increased to 50 students. Ms. Allen stated that Transit Only Lane Enforcement bus cameras are working and PCOs are enforcing transit-only lanes. Certain corridors have double parking issues, but education by talking to truck drivers and store owners along with random enforcement will bring about improved behavior.

**7. Deadhead Bus Procedures (Discussion/Action)** Sam Lau and Mary Travis-Allen

Samuel Lau, Deputy Chief Operating Officer, stated that the deadhead rule only applies to trolleys and LRVs, except in cases of mechanical problems. Fixed guide way vehicles carrying stranded passengers while deadheading to their designated garage facilities can alleviate crowding. Mr. Lau will issue a bulletin to remind operators about deadheading procedures.

**8. Staff responses for Recommendations and Information Requests**  
(Discussion/Action)

**9. Committee Members' Questions/Information Requests:** (Discussion)

- Chairman Downey stated that she observed a car driving over the outbound bus bulb across the street from UCSF at Arguello and Irving. Either move the trash can closer to the curb or install a second stationary bollard.
- Chairman Downey wanted to know how much longer will the graffiti style ads be displayed on buses and have these ads invited more graffiti.

**10. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: November 17, 2008 Time: 3:00 p.m.

1 So Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

- Cable Cars – Update on On-Time Performance - Ernesto Del Barrio
- Deployment of Parking Control Officers – Joy Houlihan

**11. Adjournment:** The meeting was adjourned at 5:06 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*



**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

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**Notice of Regular Meeting and Agenda  
for  
Monday, November 17, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

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**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,  
Cesar Perez, Greg Riessen, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting  
Monday, November 17, 2008 at 3:00 p.m.**  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>  | <b>Estimated Time</b> |
|---------------|--|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>   | 3:00                  |
| 2.            | <b>Adopt Minutes of October 27, 2008</b> (Discussion/Action)   | 3:01                  |
| 3.            | <b>Public Comment</b>  | 3:02                  |
| 4.            | <b>Report of the Chair</b> (Discussion/Action)   | 3:04                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) John Byrd   | 3:05                  |
| 6.            | <b>Parking Control Officers Update</b> (Discussion/Action) Joy Houlihan  | 3:35                  |
| 7.            | <b>Cable Cars Update</b> (Discussion/Action) Ernesto Del Barrio  | 4:10                  |
| 8.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)  | 4:45                  |
| 9.            | <b>Committee Members' Questions/Information Requests</b> (Discussion/Action)   | 4:50                  |
| 10.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: January 26, 2009 Time: 3:00 p.m. at 1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) | 4:55                  |
| 11.           | <b>Adjournment</b>   | 5:00                  |

Attachments:

Agenda Item 2 - Draft of October 27, 2008 Minutes

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

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**Monday, November 17, 2008 at 3:00 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Downey called the meeting to order at 3:15 p.m.

**OCSC Members present at Roll Call:** Joan Downey, Norman Rolfe and Ruth Wheeler  
(pro tem for Mary Burns)

**OCSC Members absent:** Mary Burns and Daniel Murphy

**2. Adopt Minutes of October 27, 2008:**

On motion to adopt the minutes of October 27, 2008: Adopted: Ayes – Downey, Rolfe and Wheeler (Absent – Burns and Murphy)

**3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:**

None

**4. Report of the Chairman:** Joan Downey

No report presented.

**5. Metro Operations Update (Discussion/Action) John Byrd**

John Byrd, Deputy Director of Rail Operations, reviewed the LRV, the F-line and the Cable Car incidents/accidents reports. Management has been meeting with operators as well as placing resources at terminals to make sure that the trains leave on time. The Core Capacity study will focus on schedule problems. Fare collection is a significant contributor to negative on-time performance. Ticket vending machines and Translink will speed up boarding. Trains are being re-sequenced at the Embarcadero station to maintain an assortment of lines headed out bound.

**Public Comment**

David Pilpel stated that the Safety Manager position needs to be filled.

**6. Parking Control Officers Update (Discussion/Action) Joy Houlihan**

Joy Houlihan, Deputy Director of Security and Enforcement, stated that there are over 200 Parking Control Officers (PCO). Enforcement of Sidewalk and Residential Parking Permits



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has increased. During special events PCOs are redeployed to assist with traffic management.

**Public Comment**

David Pilpel stated that event sponsors should pay a contingency fee for traffic management.

**7. Cable Cars Update (Discussion/Action) Brendan Scanlan**

Brendan Scanlan, Superintendent, Cable Car Operations, stated that NextBus Global Positioning System data has been recommended for monitoring cable car activity. There still is a problem with the canyon effect. Mr. Scanlan stated that Ms. Sue Chelone, Schedules Department, reported performance improvements on the 60-Powell/Hyde line of 84.1% in August 2008 and 83.0% in October 2008 over the historically persistent 55-60% on-time performance rate. There were problems in October 2008 with cables, motors and electronics due to rain.

There still is a shortage of operators, inspectors and supervisors.

**Public Comment**

David Pilpel thanked Brendan Scanlan for his good work.

**8. Staff responses for Recommendations and Information Requests**  
(Discussion/Action)

**9. Committee Members' Questions/Information Requests: (Discussion)**

Chairman Downey stated that Berkeley's Residential Parking Permit program permits their patrons to purchase packages of one-day visitor passes for guests. She wanted to know about the feasibility of a similar program for San Francisco.

**10. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: January 12, 2009 Time: 3:00 p.m.

1 So Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

**11. Adjournment:** The meeting was adjourned at 5:05 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Notice**

**The Meeting for Monday, December 15, 2008**

**"Has Been Cancelled"**

**1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

Art Cimento, Emily Drennen, Steve Ferrario, Griffith Humphrey, Bruce Oka,  
Cesar Perez, Greg Riessen, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

**Notes:**

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for  
Monday, January 12, 2009 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting**  
**Monday, January 12, 2009 at 3:00 p.m.**  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>  | <b>Estimated Time</b> |
|---------------|--|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>   | 3:00                  |
| 2.            | <b>Adopt Minutes of November 17, 2008</b> (Discussion/Action)  | 3:01                  |
| 3.            | <b>Public Comment</b>  | 3:02                  |
| 4.            | <b>Report of the Chairman</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) John Byrd   | 3:05                  |
| 6.            | <b>Update on Passenger Service Reports</b> (Discussion/Action) Mary Travis-Allen   | 3:35                  |
| 7.            | <b>Rubber Tire Fleet Update</b> (Discussion/Action) David Hill   | 4:10                  |
| 8.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)  | 4:45                  |
| 9.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:50                  |
| 10.           | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: February 16, 2009 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:55                  |
| 11.           | <b>Adjournment</b>   | 5:00                  |





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

**Monday, January 12, 2009 at 3:00 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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**1. Call to Order / Roll Call:**

Chairman Downey called the meeting to order at 3:03 p.m.

**OCSC Members present at Roll Call:** Joan Downey, Norman Rolfe and Ruth Wheeler  
(pro tem for Mary Burns)

**OCSC Members absent:** Mary Burns and Daniel Murphy

**2. Adopt Minutes of November 17, 2008:**

On motion to adopt the minutes of November 17, 2008: Adopted:

Ayes – Downey, Rolfe and Wheeler

(Absent – Burns and Murphy)

**3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:**

None.

**4. Report of the Chairman:** Joan Downey

No report presented.

**5. Metro Operations Update:** (Discussion/Action) John Byrd

John Byrd, Deputy Director, Rail Operations, stated that while requisitions for operators are being filled, there is a hiring freeze due to the deficit. On-time performance has been affected by the lack of personnel, as well as vehicle availability. A compelling number of rail cars are disabled due to accidents. Operations is seeking funding for repairs from Proposition K and the Metropolitan Transportation Commission. Pre-maintenance has been deferred. More LRVs must be purchased for the Central Subway.

Within the past six months the derailment rate has improved, with only one incident. There have been no incidents at 4<sup>th</sup> and King Streets.

**6. Update on Passenger Service Reports:** (Discussion/Action) David Hill

David Hill, Deputy Director, Rubber Tire Fleet, stated that missing buses are the result of operator unavailability, vehicle breakdowns, lack of additional buses and buses reassigned to other routes. While NextBus is an excellent tool, it is crippled by the antiquated radio

Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee  
Regular Meeting Minutes  
Monday, January 12, 2009

technology utilized by Central Control dispatchers and inspectors. Due to the hiring freeze, vacancies are not being filled.

Chairman Downey stated that Muni routes suffer without bus service, but the 74x runs like clockwork carrying few passengers.

**7. Rubber Tire Fleet Update:** (Discussion/Action) David Hill

David Hill, Deputy Director, Rubber Tire Fleet, stated that supervisors and inspectors are sharing 20-year old trucks. The number of buses out of commission is increasing. Bus bridges, special events, and training significantly impact bus availability. There is no money for new vehicles and parts.

Mr. Hill stated that he wants the superintendents to focus on operator safety. He is putting together a safety class and establishing a safety team. Mr. Hill wants to drastically reduce overtime to eliminate driver fatigue.

Mr. Hill stated that rail and cable car openings are available on a seniority basis. He would like to see LRV and cable car requisitions open to new hires.

**8. Staff responses for Recommendations and Information Requests:**

(Discussion/Action)

**9. Committee Members' Questions/Information Requests and Review of responses:**

(Discussion/Action)

- Chairman Downey requested information about the SFMTA's cost to provide Sunday-Funday.
- Chairman Downey requested information about monitor arrangements for bus substitution.
- Chairman Downey requested clarification on the instructions for using the Muni/Ferry pass on Muni.

**10. Schedule Upcoming Meeting and Agenda Items:**

Next regular meeting: February 23, 2009 Time: 3:00 p.m.

1 South Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

**11. Adjournment:** The meeting was adjourned at 5:06 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for  
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1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

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**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting**  
**Monday, February 23, 2009 at 3:00 p.m.**  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>  | <b>Estimated Time</b> |
|---------------|--|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>   | 3:00                  |
| 2.            | <b>Adopt Minutes of January 12, 2009</b> (Discussion/Action)   | 3:01                  |
| 3.            | <b>Public Comment</b>  | 3:02                  |
| 4.            | <b>Report of the Chairman</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) John Byrd   | 3:05                  |
| 6.            | <b>Residential Parking Permits:</b> (Discussion/Action) Helen Gill-Smith, Gus Gella, Maxine Louie  | 3:50                  |
| 7.            | <b>Staff responses for Recommendations and Information Requests</b> (Discussion/Action)  | 4:45                  |
| 8.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:50                  |
| 9.            | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: March 16, 2009 Time: 3:00 p.m.<br>1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) | 4:55                  |
| 10.           | <b>Adjournment</b>   | 5:00                  |





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

**Monday, February 23, 2009 at 3:00 p.m.  
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San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Downey called the meeting to order at 3:05 p.m.

**OCSC Members present at Roll Call:** Mary Burns, Joan Downey and Norman Rolfe

**OCSC Members absent:** Daniel Murphy

**SFMTA CAC Members, not on this committee, but also present:** Steve Ferrario and Ruth Wheeler

**2. Adopt Minutes of January 12, 2009**

On motion to adopt the minutes of January 12, 2009: Adopted

Ayes – Burns, Downey and Rolfe

(Absent – Murphy)

**3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:** None

**4. Report of the Chairman:** Joan Downey

No report presented.

**5. Operations Update (Discussion/Action) John Byrd**

John Byrd, Deputy Director, Rail Operations, stated that during the month of January, one-third of rail vehicles were out of service for various reasons, including broken pantographs, mangled couplers and frame damage. Deferred maintenance is a problem. Vehicle deployment has fallen short of the Federal Transportation Administration's requirement for service during peak evening hours.

Mr. Byrd stated that the budget deficit has resulted in unfilled vacancies and a 70% cut in overtime. The vehicle cleaning staff is down 50%.

Mr. Byrd reviewed the February 22, 2009 Muni Service Delivery Daily Report.

**6. Residential Parking Permits (Discussion/Action) Victoria Einhaus**

Victoria Einhaus, Manager, Customer Service Center, External Affairs, stated that the Transportation Code authorizes one-day permits. However, purchasers of Residential Parking Permits might object to competing with holders of temporary permits for parking. The Residential Parking Permit (RPP) staff is exploring alternatives. Chairman Downey

stated that selling packets of temporary permits is a potential revenue source. Ms. Einhaus stated that RPP is a cost-recovery program, not a revenue source.

Chairman Downey stated that occupants of new residential construction without parking accommodations should be excluded from participating in the RPP program.

Chairman Downey asked about reducing the number of RPP allowed per household from four to two permits. Ms. Einhaus stated that the average number of permits per household is less than four.

**Motion:** The SFMTA CAC recommends that the SFMTA consider issuing one-day temporary/visitor parking permits in RPP areas that do not require a purchaser to go to the Customer Service Center for each permit, nor require the license number at the time of purchase.

On motion to regarding temporary parking permits: Adopted  
Ayes – Burns, Downey and Rolfe  
(Absent – Murphy)

**7. Staff responses for Recommendations and Information Requests**  
(Discussion/Action)

**8. Committee Members' Questions/Information Requests:** (Discussion)

- Mary Burns requested information about why LRV windows are wrapped with advertisements.
- Ms. Burns requested information about seating children in strollers when riding transit.
- Ms. Burns requested information about the St. Francis intersection that was blocked on Monday, February 23, 2009 at 2:10 p.m.

**9. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: March 16, 2009 Time: 3:00 p.m.  
1 So Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

**10. Adjournment:** The meeting was adjourned at 5:06 p.m.

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

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Operations & Customer Service Committee (OCSC)**

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**AGENDA**

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| 4.            | <b>Report of the Chair</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) John Byrd  | 3:05                  |
| 6.            | <b>St. Francis Circle Renovation Neighborhood Outreach:</b><br>(Discussion/Action) Ha Nguyen, Terrance Fahey and Al Herce   | 3:40                  |
| 7.            | <b>Bay to Breakers &amp; other special events plans:</b> (Discussion/Action)<br>Cindy Shamban and Brian Cunningham  | 4:15                  |
| 8.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)  | 4:50                  |
| 9.            | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: April 13, 2009 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) | 4:55                  |
| 10.           | <b>Adjournment</b>  | 5:00                  |



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[SFMTA Citizens Advisory Council \(CAC\)](#) > OCSC April 20, 2009, notice of cancellation

**City & County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (SFMTA CAC)**

**Operations and Customer Service Committee (OCSC)**

**Notice**

**The Meeting for Monday April 20, 2009**

**"Has Been Cancelled"**

**1 South Van Ness Avenue, Room 3075  
San Francisco, California**

**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Bruce Oka,  
Cesar Perez, Greg Riessen, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser.

**NOTES:**

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Municipal Transportation Agency Citizens' Advisory Council  
1 South Van Ness Avenue, 7th Floor - San Francisco, CA 94103-5417  
Phone (415) 701-4666 FAX (415) 701-4502

**Accessible meeting policy - One South Van Ness Avenue**

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**City & County of San Francisco  
City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

03-12-09A10:57 RCVD

**Operations & Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for**

**Monday, May 18, 2009 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

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**Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting**  
**Monday, May 18, 2009 at 3:00 p.m.**  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>  | <b>Estimated Time</b> |
|---------------|--|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>   | 3:00                  |
| 2.            | <b>Adopt Minutes of February 23, 2009</b> (Discussion/Action)  | 3:01                  |
| 3.            | <b>Public Comment</b>  | 3:02                  |
| 4.            | <b>Report of the Chairman</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) Frank Alejandro   | 3:05                  |
| 6.            | <b>Speed Humps</b> (Discussion/Action) Mike Sallaberry   | 3:35                  |
| 7.            | <b>Proposed FY10 Service Standards</b> (Discussion/Action) Travis Fox  | 4:00                  |
| 8.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:50                  |
| 9.            | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: June 15, 2009 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) | 4:55                  |
| 10.           | <b>Adjournment</b>   | 5:00                  |







**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

**Monday, May 18, 2009 at 3:00 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Joan Downey called the meeting to order at 3:03 p.m.

**OCSC Members present at Roll Call:** Mary Burns, Joan Downey, Daniel Murphy and Norman Rolfe

**SFMTA CAC Members not on this committee, but also present:** Ruth Wheeler

**2. Adopt Minutes of February 23, 2009:**

On motion to adopt the minutes of February 23, 2009: Adopted  
Ayes – Burns, Downey, Murphy and Rolfe

**3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:** None.

**4. Report of the Chairman:** Joan Downey

No report.

**5. Metro Operations Update:** Frank Alejandro

Frank Alejandro, senior operations manager, Muni Operations, stated that on-time performance is improving. Absenteeism is being addressed. The training program for operators is being redesigned. He has asked for more instructors. The number of classes will increase by June 2009. Vehicle availability is averaging 120 - 122 cars. Economic stimulus money will be used for maintenance. He stated that Ken McDonald, chief officer, Muni Operations, authorized overtime for cleaning and graffiti abatement.

**6. Speed Humps:** Adam Gubser

Adam Gubser, Transit Planner, Traffic Calming, Parking and Traffic, stated that speed humps are one of several tools used to regulate traffic safety. The application for any traffic calming request is available at sfmta.com. When an application is received, property owners within the targeted block are invited to informational meetings. Following these meetings, ballots would be mailed to eligible residents for ratification. The project would then be scheduled for a public hearing. Speed humps are funded by the Proposition K half-cent sales tax.

**7. Proposed FY10 Service Standards** (Discussion/Action) Travis Fox

Travis Fox, manager, Administration, stated that staff is proposing to use the FY09 Service Standards as the FY10 Service Standards due to the uncertainty of the FY10 budget. There may be early revisions to FY10 Service Standards to reflect the FY10 budget.

**8. Staff responses for Recommendations and Information Requests**  
(Discussion/Action)

**9. Committee Members' Questions/Information Requests:** (Discussion)

- Chairman Downey asked about fare inspectors using hand-held readers on Translink cards.
- Chairman Downey asked about a report that shows bus demand by route.
- Mary Burns asked about safety rails missing at the St. Francis Circle stop.

**10. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: June 15, 2009, at 1 So Van Ness Avenue, Conference Room 3075, at 3:00 p.m.

- Procedures for city departments requesting assistance from the Parking and Traffic Division.
- Police presence on transit.
- Restrictions and guidelines for advertisement on SFMTA property.

**11. Adjournment:** The meeting was adjourned at 5:21 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*



**City & County of San Francisco  
City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

06-12-08P01135 RCYD

**Operations & Customer Service Committee (OCSC)  
Notice of Regular Meeting and Agenda  
for**

**Monday, June 15, 2009 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, CA**

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**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**Council Members not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Bruce Oka,  
Cesar Perez, Greg Riessen, Janel Sterbentz, Dorris Vincent, Daniel Weaver, Ruth Wheeler and  
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**Municipal Transportation Agency  
Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting  
Monday, June 15, 2009 at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California**

**AGENDA**

| <b>Item #</b> | <b>Item</b>  | <b>Estimated Time</b> |
|---------------|--|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>   | 3:00                  |
| 2.            | <b>Adopt Minutes May 18, 2009</b> (Discussion/Action)  | 3:01                  |
| 3.            | <b>Public Comment</b>  | 3:02                  |
| 4.            | <b>Report of the Chairman</b> (Discussion/Action)  | 3:05                  |
| 5.            | <b>Carl and Cole Muni Park Security</b> (Discussion/Action) Deputy Chief Parra   | 3:06                  |
| 6.            | <b>Parking Control Officer Deployment and Enforcement</b> (Discussion/Action) Joy Houlihan   | 3:30                  |
| 7.            | <b>Metro Operations Update</b> (Discussion/Action) Frank Alejandro   | 4:10                  |
| 8.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:50                  |
| 9.            | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: July 20, 2009 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) | 4:55                  |
| 10.           | <b>Adjournment</b>   | 5:00                  |





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

**Monday, June 15, 2009 at 3:00 p.m.  
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**1. Call to Order / Roll Call**

Chairman Joan Downey called the meeting to order at 3:03 p.m.

**OCSC Members present at Roll Call:** Joan Downey and Norman Rolfe

**OCSC Members absent:** Mary Burns and Daniel Murphy

**SFMTA CAC Members, not on this committee, but also present:** Steve Ferrario and Ruth Wheeler. In the absence of Daniel Murphy, Chairman Downey appointed Ms. Wheeler was selected as pro-tem for Mr. Murphy in order to achieve a quorum.

**2. Adopt Minutes of May 18, 2009:**

On motion to adopt the minutes May 18, 2009: Adopted

Ayes – Downey, Rolfe and Wheeler

(Absent – Burns and Murphy)

**3. Public Comment concerning any issue within the jurisdiction of the Council and not noted on the agenda:**

None

**4. Report of the Chairman:** Joan Downey

Chairman Downey stated that parking at Coit Tower during weekends will be discontinued. Steve Ferrario added that the 39-Coit line will include a stop at Pier 39.

Chairman Downey stated that on Tuesday, June 16<sup>th</sup> the Board of Supervisors will be voting to award an advertising contract to Titan Outdoor. However, Titan is in default with several transit agencies. She cited an e-mail that she had received which urged CAC members to contact Mayor Newsom and the Board of Supervisors regarding contracting with companies in default.

**5. Carl and Cole Muni Park Security (Discussion/Action) Deputy Chief Antonio Parra**

Deputy Chief Antonio Parra, director, Security and Enforcement, reported on measures to abate transient activity in the Carl and Cole Muni Park. He stated that the San Francisco Police Department patrols the park several times a day. Seat dividers were installed on park benches to discourage sleeping. Staff is waiting for authorization from the Arts Commission to demolish or redesign the south wall structure in order to improve visibility. Muni Operations' Health and Safety Group and the Change Control Board have identified the area

under the Americans with Disabilities Act ramp as a safe zone; therefore, solutions are being sought to prevent vagrants from using the zoned area for storage.

**6. Parking Control Officer Deployment and Enforcement** (Discussion/Action) Joy Houlihan

Joy Houlihan, deputy director, Security and Enforcement, stated that staff initiated several pilot programs. The Saturation Enforcement Squad was established to dispatch parking control officers to areas that are seldom patrolled, as well as to areas with parking complaints. Cameras are being purchased to replace tire chalking with video technology. Letters of outreach have been sent to churches to discuss alternative parking. The disabled community is in favor of legislation to limit the duration of parking for handicap placard owners, in order to free up parking spaces.

**7. Operations Update** (Discussion/Action) Frank Alejandro

Frank Alejandro, senior operations manager, Muni Operations, was unable to attend.

**8. Committee Members' Questions/Information Requests and review of responses:** (Discussion/Action)

Norman Rolfe requested a copy of a memo from Nathaniel Ford about the spacing of stops.

**9. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: July 20, 2009 Time: 3:00 p.m.

1 So Van Ness Avenue, 3<sup>rd</sup> Floor (Conference Room 3075)

- The Proof of Payment Audit
- The process of coordinating DPT projects on properties owned by other city departments

**10. Adjournment:** The meeting was adjourned at 4:52 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*





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Citizens' Advisory Council  
Operations & Customer Service Committee (OCSC)**

**Regular Meeting  
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San Francisco, California**

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| 4.            | <b>Report of the Chairman</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) Frank Alejandro   | 3:05                  |
| 6.            | <b>Proof of Payment Audit</b> (Discussion/Action) Joy Houlihan   | 3:35                  |
| 7.            | <b>The Process of Coordinating DPT Projects on Properties Owned by Other City Departments</b> (Discussion/Action) Manito Velasco   | 4:15                  |
| 8.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:50                  |
| 9.            | <b>Schedule Upcoming Meetings and Agenda Items</b><br>Next regular meeting: August 17, 2009 Time: 3:00 p.m. 1 So Van Ness Avenue, 3 <sup>rd</sup> Floor (Conference Room 3075) | 4:55                  |
| 10.           | <b>Adjournment</b>   | 5:00                  |





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations & Customer Service Committee (OCSC)**

**Regular Meeting Minutes**

**Monday, July 20, 2009, at 3 p.m.**

**1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

**1. Call to Order / Roll Call**

Chairman Joan Downey called the meeting to order at 3:09 p.m.

**OCSC Members present at Roll Call:** Joan Downey, Norman Rolfe and Ruth Wheeler  
(pro tem for Daniel Murphy)

**OCSC Members absent:** Mary Burns and Daniel Murphy

**2. Adopt Minutes of June 15, 2009:**

On motion to adopt the minutes of June 15: Adopted

Ayes – Downey, Rolfe and Wheeler

(Absent – Burns and Murphy)

**3. Public Comment:**

Rosie West stated that people were talking about the July 18, 2009 train collision at the West Portal Station.

**4. Report of the Chairman:** Joan Downey

No report.

**5. Metro Operations Update (Discussion/Action) Frank Alejandro**

Frank Alejandro, deputy chief, Rail Operations, was not able to attend.

**6. Proof of Payment Audit (Discussion/Action) Joy Houlihan**

Chairman Downey requested Joy Houlihan, deputy director, Security and Enforcement, to reschedule the Proof of Payment Audit report for the August 10, 2009 OCSC meeting.

**7. The Process of Coordinating DPT Projects on Properties Owned by Other City Departments (Discussion/Action) Manito Velasco**

Manito Velasco, engineer, Parking and Traffic, stated that requests for crosswalks, street legends and traffic signage can be submitted to the SFMTA or to the government department with jurisdiction over the property. The SFMTA assumes the role of a technical advisor to other government entities or city departments. Government entities are not required to contact the SFMTA for traffic striping and signage changes. Mr. Velasco will

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report back to the OCSC on the procedures for maintaining crosswalks and signage and report on the billing of technical services provided to other city departments.

Chairman Downey asked about establishing a crosswalk on Martin Luther King Jr. Drive in front of the SF Botanical Garden.

**8. Committee Members' Questions/Information Requests and Review of responses**  
(Discussion/Action)

- Norman Rolfe asked about the standard measurement for stop spacing, and what changes are being proposed by the Transit Effectiveness Project.
- Joan Downey asked if the pedestrian signal on Embarcadero at Washington and Broadway streets was pre-empted by the F Market Line.
- Norman Rolfe stated that the double yellow line on Carl Street, between Arguello and Cole streets needs to be repainted.
- Ruth Wheeler stated that she has observed cars passing trains on Carl Street and suggested that "Do Not Pass" signs be posted along Carl Street from Arguello to Cole streets.

**9. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: August 10, 2009, at 3 p.m.  
1 South Van Ness Avenue, Room 3075

**10. Adjournment:** The meeting was adjourned at 4:35 p.m.

*Respectfully submitted by:*  
*Debra J. Reed*  
*SFMTA CAC - Secretary*



**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Operations and Customer Service Committee (OCSC)**

**Notice**

**The Meeting for Monday August 10, 2009**

**"Has Been Cancelled"**

**1 South Van Ness Avenue, Room 3075  
San Francisco, California**

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**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**CAC Members that are not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen, Janel Sterbentz, Susan Vaughan, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

**Notes:**

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Operations and Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for**

**Monday, September 21, 2009, at 3 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California**

**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**CAC Members that are not members of this Committee:**

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Operations and Customer Service Committee (OCSC)**

**Regular Meeting**

**Monday, September 21, 2009, at 3 p.m.**

1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>  | <b>Estimated Time</b> |
|---------------|--|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>   | 3:00                  |
| 2.            | <b>Adopt Minutes July 20, 2009</b> (Discussion/Action)   | 3:01                  |
| 3.            | <b>Public Comment</b><br>Members of the public may address the Operations and Customer Service Committee on matters that are within the CAC's jurisdiction and are not on today's calendar.          | 3:02                  |
| 4.            | <b>Report of the Chairman</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Pedestrian Signals</b> (Discussion/Action) Britt Tanner   | 3:05                  |
| 6.            | <b>Metro Operations Update</b> (Discussion/Action) Frank Alejandro   | 3:35                  |
| 7.            | <b>Proof of Payment Audit</b> (Discussion/Action) Joy Houlihan   | 4:15                  |
| 8.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:50                  |
| 9.            | <b>Schedule Upcoming Meetings and Agenda Items</b> (Discussion)<br>Next regular meeting: Monday, October 19, 2009, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:55                  |
| 10.           | <b>Adjournment</b>   | 5:00                  |





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Regular Meeting Minutes**

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**Monday, September 21, 2009, at 3 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Joan Downey called the meeting to order at 3:09 p.m.

**OCSC Members present at Roll Call:** Joan Downey, Norman Rolfe and Ruth Wheeler  
(pro temp for Mary Burns)

**OCSC Members absent:** Mary Burns and Daniel Murphy

**SFMTA CAC Members, not on this committee, but also present:** Steve Ferrario

**2. Adopt Minutes of July 20, 2009:**

On motion to adopt the minutes of July 20: Adopted

Ayes – Downey, Rolfe and Wheeler

(Absent – Burns and Murphy)

**3. Public Comment:**

Susan Kitazawa stated that she witnessed two violent incidents on Muni. The SFMTA annually pays \$10 million to the San Francisco Police Department, yet violence continues to be an on-going problem. Chairman Downey stated that she would invite Deputy Chief Antonio Parra to the October 19, OCSC meeting for a discussion regarding violence on transit and passenger safety.

**4. Report of the Chairman:** Joan Downey

No report.

**5. Pedestrian Signals (Discussion/Action) Britt Tanner**

Britt Tanner, engineer, Transportation Engineering, gave an overview on Pedestrian Countdown signals. Staff's goal is to place pedestrian signals at every intersection as funding becomes available. She stated that pushbuttons are used to activate the walk signal at some intersections that have low pedestrian volumes and at wide intersections that require a longer pedestrian phase. Pushbuttons are used in conjunction with transit signal priority at some intersections to reduce transit delays.

**Public Comment**

Rosie West stated that the pushbutton signal at the Forest Hill Station takes a long time to activate the walk signal. Ms. Tanner stated that she would investigate the problem.

**6. Metro Operations Update** (Discussion/Action) Samuel Lau

Samuel Lau, deputy director, Transit, stated that computer monitors were installed at various Metro stations. Roving managers outfitted with computers can utilize NextBus technology to monitor entire lines. The LRV on-time performance has improved. Inspectors have been focused on terminals to make sure that operators start service on time.

**7. Proof of Payment Audit** (Discussion/Action) Joy Houlihan

Joy Houlihan, deputy director, Security and Enforcement, stated that saturation teams of eight to ten transit fare inspectors accompanied by Muni Response Team officers have been successful. Deployment was expanded to include bus and weekend patrols. Improvements are needed with regard to controlling paper-transfers. Staff is pursuing the assistance of experienced transit fare inspectors to update standard operating procedures manuals.

**8. Committee Members' Questions/Information Requests and Review of responses**  
(Discussion/Action)

Chairman Downey asked for information about driveway red zones that have been vandalized.

**9. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: October 19, 2009, at 3 p.m.  
1 South Van Ness Avenue, 3rd Floor, Room 3075

**10. Adjournment:** The meeting was adjourned at 4:35 p.m.

*Respectfully submitted by:*  
*Debra J. Reed*  
*SFMTA CAC - Secretary*



**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Operations and Customer Service Committee (OCSC)**

**Notice of Regular Meeting and Agenda  
for**

**Monday, October 19, 2009, at 3 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California**

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**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**CAC Members that are not members of this Committee:**

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council (CAC)**

**Operations and Customer Service Committee (OCSC)**

**Regular Meeting**

**Monday, October 19, 2009, at 3 p.m.**

1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>   | <b>Estimated Time</b> |
|---------------|---|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>  | 3:00                  |
| 2.            | <b>Adopt Minutes September 21, 2009</b> (Discussion/Action)   | 3:01                  |
| 3.            | <b>Public Comment:</b><br>Members of the public may address the Operations and Customer Service Committee on matters that are within the CAC's jurisdiction and are not on today's calendar.          | 3:02                  |
| 4.            | <b>Report of the Chairman</b> (Discussion/Action)   | 3:04                  |
| 5.            | <b>Metro Operations Update</b> (Discussion/Action) Samuel Lau   | 3:05                  |
| 6.            | <b>Violence on Muni and Passenger Safety</b> (Discussion/Action) Antonio Parra and Joy Houlihan   | 3:45                  |
| 7.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)  | 4:30                  |
| 8.            | <b>Schedule Upcoming Meetings and Agenda Items</b> (Discussion)<br>Next regular meeting: Monday, November 16, 2009, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:40                  |
| 9.            | <b>Adjournment</b>  | 5:00                  |





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Regular Meeting Minutes**

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**Monday, October 19, 2009, at 3 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Joan Downey called the meeting to order at 3:09 p.m.

**OCSC Members present at Roll Call:** Mary Burns, Joan Downey and Daniel Murphy

**OCSC Members absent:** Norman Rolfe

**SFMTA CAC Members, not on this committee, but also present:** Steve Ferrario and Ruth Wheeler

**2. Adopt Minutes of September 21, 2009:**

The September 21 minutes were not available for adoption.

**3. Public Comment:**

Rosie West stated that people have been talking about the July 18, 2009 collision at the West Portal Station.

**4. Report of the Chairman:** Joan Downey

No report.

**5. Metro Operations Update (Discussion/Action) Samuel Lau**

Samuel Lau, deputy chief, Rail Operations, Transit, stated that rail cars are overdue for overhaul because of funding challenges. He gave an overview of LRV maintenance programs for doors, trucks and couplers. He stated that motorists, trying to squeeze past transit vehicles, are a safety hazard for pedestrians. Decals have been posted on vehicles to alert motorists to stop for pedestrians. Steve Ferrario suggested advertising safety messages on television, billboards and transit vehicles. Inspectors for the 4:30 a.m. shift have been increased at the Green and Geneva divisions. Management staff from transportation and maintenance has been participating in 4:30 a.m. stings with inspectors to monitor operators on their pullout checks.

Mary Burns stated that M Ocean View trains, ignoring the 250 foot gap rule when following K Ingleside trains, often block the St. Francis Circle intersection.

**6. Violence on Muni and Passenger Safety (Discussion/Action) Antonio Parra**

Deputy Chief Antonio Parra, director, Security and Enforcement, stated that TransLink cards will be issued to 1300 police officers by September 2010 to track police activity on Muni.

Officers will be checking for inappropriate behavior, backdoor boarding and proof of payment. SFMTA's TransLink data, broken down by route, will be made available to SFPD staff to predict focus for deployment. Each district station chief would submit their plans for security to Deputy Chief Kevin Cashman. Enforcement strategies will evolve and vary according to district needs. Cultivating a "You pay" understanding amongst customers will mitigate violence. Ingleside officers have been trained for fare inspections. Mr. Parra and Chief George Gascón welcome participation from stations. Crimes against passengers reported to 311 and recorded on cell phone videos need to be forwarded to the SFPD. Crime tips that are text messaged to 847411 "SFPD" are processed at 850 Bryant Street.

### **Public Comments**

Susan Kitizawa stated that it is important to develop various means of reporting crime, as well as getting help for crimes in progress because people fear repercussions from immigration. Within funding realities, there should be collaborations between SFPD, SFMTA, transit workers and passengers.

Lily Mihalik stated that transit lines in the Mission area need various forms of enforcement.

Chairman Downey moved the following recommendation:

The SFMTA CAC recommends that the CAC write a letter to the district captains encouraging each one to accept the training that the SFMTA Transit Fare Inspectors Program offers and fully participate in the SFPD TransLink Program and cc Chief George Gascón.

On motion that the CAC write a letter to SFPD district captains: Adopted

Ayes – Burns, Downey, Murphy and Wheeler

Absent – Rolfe

### **7. Committee Members' Questions/Information Requests and Review of responses** (Discussion/Action)

### **8. Schedule Upcoming Meeting and Agenda Items**

Next regular meeting: November 16, 2009, at 3 p.m.

1 South Van Ness Avenue, 3rd Floor, Room 3075

### **9. Adjournment:** The meeting was adjourned at 4:35 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*



**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Notice of Regular Meeting and Agenda  
for**

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**Monday, November 16, 2009, at 3 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California**

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**Members:**

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Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**CAC Members that are not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen, Janel Sterbentz, Susan Vaughan, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

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### **Know Your Rights Under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)**

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Regular Meeting**  
**Monday, November 16, 2009, at 3 p.m.**  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>   | <b>Estimated Time</b> |
|---------------|---|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>  | 3:00                  |
| 2.            | <b>Adopt Minutes September 21 and October 19, 2009</b><br>(Discussion/Action)   | 3:01                  |
| 3.            | <b>Public Comment:</b><br>Members of the public may address the Operations and Customer Service Committee on matters that are within the CAC's jurisdiction and are not on today's calendar.          | 3:02                  |
| 4.            | <b>Report of the Chairman</b> (Discussion/Action)   | 3:04                  |
| 5.            | <b>Metro Operations update</b> (Discussion/Action) Samuel Lau   | 3:05                  |
| 6.            | <b>Impact of a General Sign-Up on Muni Operations</b><br>(Discussion/Action) Samuel Lau   | 3:35                  |
| 7.            | <b>Etiquette signs on Muni</b> (Discussion/Action) Murray Bond  | 4:10                  |
| 8.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)  | 4:45                  |
| 9.            | <b>Schedule Upcoming Meetings and Agenda Items</b> (Discussion)<br>Next regular meeting: Tuesday, January 19, 2010, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:50                  |
| 10.           | <b>Adjournment</b>  | 5:00                  |







**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Regular Meeting Minutes**

**Monday, November 16, 2009, at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California**

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**1. Call to Order / Roll Call**

Chairman Joan Downey called the meeting to order at 3:20 p.m.

**OCSC members present at Roll Call:** Joan Downey and Daniel Murphy

**OCSC members absent:** Mary Burns and Norman Rolfe

**SFMTA CAC members, not on this committee, but also present:** Ruth Wheeler (pro tem for Norman Rolfe)

**2. Adopt minutes of September 21 and October 19, 2009:**

On motion to adopt the minutes of September 21: Adopted

Ayes – Downey, Murphy and Wheeler

Absent – Burns and Rolfe

The October 19, 2009 minutes were not ready for adoption.

**3. Public Comment:**

None.

**4. Report of the chairman:** Joan Downey

Chairman Downey stated that NextBus was giving inaccurate arrival times for buses servicing the N-Judah line during construction.

**5. Metro Operations update (Discussion/Action) Samuel Lau**

Item #5 was continued.

**6. Impact of a General Sign-Up on Muni operations (Discussion/Action) Samuel Lau**

Samuel Lau, deputy chief operating officer, Rail Operations, Transit, stated that there are annual signups for operators to switch divisions. There are quarterly signups for operators to change work assignments within their division. During the signup activity, operator availability is impacted.

Ruth Wheeler stated that colleges use seniority-style software for enrollment. Computer rooms could be set up for operators to research and bid on opportunities. Joan Downey moved the following recommendation:

**Motion 091116.01**

The SFMTA CAC strongly recommends that the SFMTA look into software to automate general signups.

On motion regarding online: Adopted  
Ayes – Downey, Murphy and Wheeler  
Absent – Burns and Rolfe

**7. Etiquette signs on Muni (Discussion/Action) Murray Bond**

Murray Bond, deputy director, Marketing and Customer Communications, stated that customers are bombarded by decals on vehicles. The project to update signage was put on hold due to the budget. Decals, featuring etiquette tips, could be designed in-house; however, coating decals to prevent graffiti is expensive. Dan Murphy stated that staff should consider educating customers through recorded messages. Mr. Bond stated that the enunciator equipment is limited.

Chairman Downey asked about maps. Mr. Bond stated that maps are in production. Daniel Murphy stated that maps should clearly identify stops and use an Americans with Disabilities Act icon for accessible stops. Mr. Murphy moved the following recommendation:

**Motion 091116.02**

The SFMTA CAC recommends that the Metro maps tested in vehicles and elsewhere make it clear that non-key stops are, in fact, stops, and contain the name of the stop. The SFMTA CAC further recommends that key stops be designated, not by larger icons, but by the widely recognized through Americans with Disabilities Act icons, indicating wheelchair accessibility.

On motion regarding Metro maps: Adopted  
Ayes – Downey, Murphy and Wheeler  
Absent – Burns and Rolfe

Dan Murphy moved the following recommendation:

**Motion 091116.03**

The SFMTA CAC recommends that, until budget is available for new and improved signage in Muni vehicles, signs that are explicitly incorrect or out-of-date be removed from vehicles.

On motion regarding removal of incorrect or out-of-date signs: Adopted  
Ayes – Downey, Murphy and Wheeler  
Absent – Burns and Rolfe

**Motion 091116.04**

Dan Murphy moved the following recommendation:

The SFMTA CAC recommends that trilingual etiquette rules be added in rotation to pre-recorded voice announcements as such announcements are adopted by the SFMTA's vehicle fleet.

On motion regarding trilingual etiquette rules: Adopted

Ayes – Downey, Murphy and Wheeler

Absent – Burns and Rolfe

Chairman Downey stated that a police officer told her that he didn't know what his transit duties were when riding Muni. Dan Murphy moved the following recommendation:

**Motion 091116.05**

The SFMTA CAC recommends that police riding Muni receive more detailed instructions about the rules for riding Muni, and be encouraged to enforce such rules.

Chairman Downey stated that the CAC passed a similar recommendation regarding letters written by the CAC to district captains to accept training. Mr. Murphy withdrew the recommendation.

**8. Committee members' questions/information requests: (Discussion)**

Chairman Downey asked for information on police training for Muni ride-along patrol.

**9. Agenda planning for the next regular meeting tentatively scheduled:**

Next regular meeting: Tuesday, January 19, 2010, at 11:30 a.m.

1 South Van Ness Avenue, 3<sup>rd</sup> Floor, Conference Room 3074

**10. Adjournment:** The meeting was adjourned at 5:15 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Notice**

**The Meeting for Monday, December 14, 2009**

**"Has Been Cancelled"**

**1 South Van Ness Avenue, Room 3075  
San Francisco, California**

**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**CAC Members that are not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen, Janel Sterbentz, Susan Vaughan, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

**Notes:**

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Notice**

**The Meeting for Monday, January 18, 2010**

**"Has Been Cancelled"**

**Members:**

Joan Downey (Chairman), Mary Burns, Daniel Murphy and Norman Rolfe

**CAC Members that are not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen, Janel Sterbentz, Susan Vaughan, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

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**City and County of San Francisco  
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Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Notice**

**The Meeting for Monday, February 15, 2010**

**"Has Been Cancelled"**

**Members:**

Joan Downey (Chairman), Mary Burns and Daniel Murphy

**CAC Members that are not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen, Janel Sterbentz, Susan Vaughan, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Notice of Regular Meeting and Agenda  
for**

**Monday, March 15, 2010, at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California**

**Members:**

Joan Downey (Chairman), Mary Burns and Daniel Murphy

**CAC Members that are not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen, Janel Sterbentz, Susan Vaughan, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

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Members of the Citizens' Advisory Council who are not members of the OCSC may attend this meeting. In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee actions.

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The meeting location is wheelchair accessible. The closest BART Station is Civic Center. The closest SFMTA Metro Station is Van Ness. Accessible SFMTA bus lines nearest the meeting location are the 7 Haight, 9 San Bruno, 47 Van Ness, 49 Van Ness/Mission, and the 71 Haight-Noriega, also the F Market & Wharves (Historic Streetcar Service). For more information about SFMTA accessible services, call 415-701-4485/TTY 415-701-4730.

There is accessible on-street vehicle parking available in the vicinity of the meeting location. A bicycle rack is located outside the main entrance to 401 Van Ness Avenue. The Civic Center Garage (entrance on the south side of McAllister Street, between Polk and Larkin streets) includes bicycle racks.

For assistance with special needs (large print agendas, sign language interpreters, etc.), call Debra Reed at least 72 hours in advance of need at 415.701.4666.

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Regular Meeting**  
**Monday, March 15, 2010, at 3:00 p.m.**  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California

**AGENDA**

| <b>Item #</b> | <b>Item</b>  | <b>Estimated Time</b> |
|---------------|--|-----------------------|
| 1.            | <b>Call to Order/Roll Call</b>   | 3:00                  |
| 2.            | <b>Adopt Minutes October 19 and November 16, 2009</b><br>(Discussion/Action)   | 3:01                  |
| 3.            | <b>Public Comment:</b><br>Members of the public may address the Operations and Customer Service Committee on matters that are within the CAC's jurisdiction and are not on today's calendar.     | 3:02                  |
| 4.            | <b>Report of the Chairman</b> (Discussion/Action)  | 3:04                  |
| 5.            | <b>Metro Operations update</b> (Discussion/Action)   | 3:05                  |
| 6.            | <b>Fare Box Collection</b> (Discussion/Action)   | 3:35                  |
| 7.            | <b>Security, PCO deployment and SFPD training program</b><br>(Discussion/Action)   | 4:10                  |
| 8.            | <b>Committee Members' Questions/Information Requests and Review of responses</b> (Discussion/Action)   | 4:45                  |
| 9.            | <b>Schedule Upcoming Meetings and Agenda Items</b> (Discussion)<br>Next regular meeting: Monday, May 17, 2010, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:50                  |
| 10.           | <b>Adjournment</b>   | 5:00                  |





**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Notice**

**The Meeting for Monday, April 19, 2010**

**"Has Been Cancelled"**

**Members:**

Joan Downey (Chairman), Mary Burns and Daniel Murphy

**CAC Members that are not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen, Janel Sterbentz, Susan Vaughan, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

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**City and County of San Francisco  
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Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Notice**

**The Meeting for Monday, May 17, 2010**

**"Has Been Cancelled"**

**Members:**

Joan Downey (Chairman), Mary Burns and Daniel Murphy

**CAC Members that are not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen, Janel Sterbentz, Susan Vaughan, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

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OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE OF MEETING AND CALENDAR

Monday June 21, 2010  
Room 3075  
1 So. Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS

Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Debra Reed

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## ORDER OF BUSINESS

|    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4. | Approval of Minutes <ul style="list-style-type: none"><li>• October 19, 2009</li><li>• November 16, 2009</li></ul>  | 3:03 |
| 5. | Report of the Chairman (For discussion only)  | 3:04 |
| 6. | Public Comment<br><br>Members of the public may address the Operations and Customer Service Committee on matters that are within the Citizens' Advisory Council's jurisdiction and are not on today's calendar. | 3:05 |

## REGULAR CALENDAR

|     |   |      |
|-----|---|------|
| 7.  | Presentation, discussion and possible action regarding Metro Operations.  | 3:10 |
| 8.  | Presentation, discussion and possible action regarding the deployment of Parking Control Officers and the Police Department training program.   | 3:35 |
| 9.  | Presentation, discussion and possible action regarding 39 Coit Line marketing.  | 3:55 |
| 10. | Presentation, discussion and possible action regarding fare box collection process and maintenance.   | 4:20 |
| 11. | Committee Members' requests for information and review of responses.<br>(For discussion only)   | 4:50 |
| 12. | Schedule Upcoming Meetings and Agenda Items (For discussion only)<br>Next regular meeting: Monday, July 19, 2010, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:55 |
|     | ADJOURN   | 5:00 |



**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Minutes**

**Monday, June 21, 2010, at 3 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

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**1. Call to Order:**

Chairman Joan Downey called the meeting to order at 3:04 p.m.

**2. Roll Call:**

**OCSC Members present at Roll Call:** Mary Burns, Joan Downey and Daniel Murphy

**OCSC Members absent:** None

**3. Announcement of prohibition of sound producing devices during the meeting.**

**4. Approval of Minutes:**

On motion to approve the minutes of the October 19 and the November 16, 2010 regular meetings: Adopted

Ayes – Burns, Downey and Murphy

**5. Report of the Chairman:** Joan Downey

No report.

**6. Public Comment:**

None.

**7. Presentation, discussion and possible action regarding Metro Operations.  
(John Haley)**

Chairman Downey asked about the resequencing of LRVs when there are bunching problems. John Haley, director, Transit Operations, reviewed service since the May 8 service reductions and the St. Francis Circle Project. He stated that the impact of the service reductions on rail service was minimal. He stated that during the St. Francis Circle Project, two-car L trains were uncoupled to fill gaps in the system and balance headways. The bunching was the result of staff's decision to maintain LRV throughput in the West Portal subway. Mr. Haley invited the OCSC to tour the Line Management Center. He stated that the Line Management Center has the ability to monitor the entire transit system, including vehicle bunching and the resequencing of LRVs; however, communication with operators and street inspectors is handled by Operations Central Control (OCC). Chairman Downey asked about the new site for the OCC. Mr. Haley stated that the OCC will be relocating to Market Street.

Mr. Haley next discussed his many ways of using the Daily Operations report, which includes the monitoring of operator attendance, deployment of work, identifying problematic transit lines for parking control officer enforcement, singling out transit delays and tracking and categorizing accidents. He has amended the report to include the attendance and deployment of transit fare inspectors and parking control officers. His focus is on accountability and responsibility from a management prospective.

Mr. Haley also reviewed the storage and reuse of transit videos. He is revamping the storage operation to facilitate requests to view videos.

Dan Murphy asked about the storage period. Mr. Haley stated that the storage period varies: bus videos are constantly recycled; station monitors are viewed on a real time basis; and videos from LRVs can be downloaded. Staff is researching new video technology. Mr. Murphy suggested looking into technology that would extend the storage period because videos are often recycled before investigations can be completed.

**Public Comment:**

None.

**8. Presentation, discussion and possible action regarding 39 Coit Route marketing.**  
(Lulu Feliciano, Chris Panglilinan and Tom Folks)

Lulu Feliciano, transit outreach manager, Marketing and Communications, Administration, Taxis and Accessible Services, reviewed changes to the 39 Coit Route and recent efforts to boost ridership, including brochures supplied to hotels, the Convention and Visitor's Bureau and Fisherman's Wharf businesses, as well as signage and information distributed to travel sites. Chris Panglilinan, transit engineer, Marketing and Communications, Administration, Taxis and Accessible Services, stated that staff redesigned the route to improve service. Tom Folks, senior engineer, Sustainable Streets Division, reviewed the running-time statistics from the Transportation Effectiveness Project and the results of the 2009 summertime Parking Restriction Pilot at Coit Tower. He stated that staff hopes to make the parking restrictions permanent.

Chairman Downey suggested advertising Coit Tower on vehicles. Ms. Feliciano stated that the Save the 39 Bus Committee, a community group, is looking for an arts grant.

**Public Comment:**

None.

**9. Presentation, discussion and possible action regarding the deployment of Parking Control Officers and the Police Department training program.**  
(John Haley and Patty DeVlieg)

John Haley, director, Transit Operations, stated that there has been a dramatic change in recent months in the shared ownership of policing the transit system. The stakeholders are the SFMTA, the Muni Response Team and the SFPD. Arrests on the 14 Mission Route have increased. He supports sharing information between the SFMTA and the SFPD, training police officers on the SFMTA's approach to fares and visibility as to what officers are doing.

He is reinstating transit fare enforcement saturations in mid-July. He stated that graffiti is costly, and he would like to work with the SFPD on solutions to stop taggers.

Chairman Downey asked about the statistics on the transit patrols by the police, tracked through Translink cards. Mr. Haley stated that the process needs refining.

**Public Comment:**

None.

**10. Presentation, discussion and possible action regarding fare collection and fare box maintenance.** (Diana Hammons)

Diana Hammons, senior manager, Revenue Collections and Sales, Finance and Information Technology, gave an overview of the fare collection process. She stated that fare box revenue is securely collected through an automated process. When fare boxes are non-operational, operators are instructed to allow passengers to ride without paying fares, but no transfers are to be issued. Revenue staff responds to calls about non-operating fare boxes of vehicles that are in service. The Fare Box Repair Shop would follow-up on defect tags submitted by operators. OCSC members asked about new ticket vending machines installed in the Metro System. She stated that the new ticket machines will process coin, credit card and debit card payments and dispense change.

**Public Comment:**

None.

**11. Committee Members' requests for information**

**12. Schedule Upcoming Meeting and Agenda Items**

The next regular meeting on July 19, 2010, has been cancelled. There will be a special meeting on Tuesday, July 13, 2010, at 3 p.m.

1 South Van Ness Avenue, 3rd Floor, Room 3075

**13. Adjournment:** The meeting was adjourned at 5:17 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*





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[SFMTA Citizens Advisory Council \(CAC\)](#) > OCSC July 13, 2010, Special Meeting notice and agenda

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE OF MEETING AND CALENDAR

Tuesday, July 13, 2010

Room 3075  
1 So. Van Ness Avenue

SPECIAL MEETING  
3:00 P.M.

COMMITTEE MEMBERS

Joan Downey, Chair  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Debra Reed

SFMTA CAC Operations and Customer Service Committee  
ORDER OF BUSINESS

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|                  |   |      |
|------------------|---|------|
| 1.               | Call to Order   | 3:00 |
| 2.               | Roll Call   | 3:01 |
| 3.               | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4.               | Approval of Minutes<br>• June 21, 2010  | 3:03 |
| 5.               | Report of the Chair (For discussion only)   | 3:04 |
| 6.               | Public Comment<br><br>Members of the public may address the Operations and Customer Service Committee on matters that are within the Citizens' Advisory Council's jurisdiction and are not on today's calendar. | 3:05 |
| REGULAR CALENDAR |   |      |

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SFMTA Citizens Advisory Council (CAC) > OCSC July 13, 2010, Minutes

**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Minutes**

**Tuesday, July 13, 2010, at 3 p.m.  
1 South Van Ness Avenue, Conference Room 3075  
San Francisco, California**

**1. Call to Order**

Chairman Joan Downey called the meeting to order at 3:00 p.m.

**2. Roll Call**

**OCSC Members present at Roll Call:** Mary Burns, Joan Downey and Daniel Murphy

**OCSC Members present:** None.

**SFMTA CAC Members, not on this committee, but also present:** Steve Ferrario and Sue Vaughan

**3. Announcement of prohibition of sound producing devices during the meeting.**

**4. Approval of Minutes**

On motion to approve the minutes of the June 21 meeting: Adopted  
Ayes – Burns, Downey and Murphy

**5. Public Comment:**

None.

**6. Report of the Chair:** (For discussion only)

No report.

**7. A tour of the Line Management Center, discussion and possible action.  
(Jim Kelly)**

Jim Kelly, senior operations manager, Central Control, Transit Services, conducted a tour of the Line Management Center. He stated that a web-based line management interface of NextBus is used to monitor the transit system. From the Center, staff can control bus bunching and resequencing light rail vehicles. However, communication with operators and street inspectors is done through the Central Control Center.

No public comment.

**8. Presentation, discussion and possible action regarding Metro Operations.  
(Jim Kelly)**

Jim Kelly, senior operations manager, Central Control, Transit Services, stated that 53 vacant positions in Transit Services have been funded, including mechanics and staff for the Line Management Center. The focus of the Line Management Center is to monitor the transit system, identify gaps and communicate instructions to operators and inspectors, through the Central Control Center. Real-time transit information, including delays, is available to the public through 311 Customer Service and 511 Transit Service.

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No public comment.

**9. Presentation, discussion and possible action regarding Pedestrian Pushbutton Signals.**  
(Oliver Gajda)

Oliver Gajda, manager, Bicycle Program, Sustainable Streets, stated that most of the pedestrian signals operate without pushbuttons. He gave an overview of three types of pedestrian pushbuttons, including the pushbutton without accessibility pedestrian signaling (APS), the pushbutton with APS and the pedestrian pushbutton and APS combination. Chairman Downey stated that placement of pushbuttons should be based on pedestrian and traffic volumes. Some current placements are unnecessary.

No public comment.

Chairman Downey moved the following recommendation:

The SFMTA CAC recommends that the SFMTA actively seek to reduce the number of intersections at which pedestrians must press a button in order to activate a walk phase, except in locations where such elimination would significantly impede the speed of transit vehicles. The SFMTA CAC is not recommending a reduction in accessibility pedestrian signals, which are valuable to vision-impaired pedestrians, and is recommending only a reduction in the types of signals where a button press is necessary to activate a walk phase.

No public comment.

On motion regarding pedestrian pushbuttons: Adopted  
Ayes – Burns, Downey and Murphy

**10. Discussion and possible action to establish a regular day and time for meetings of the Operations and Customer Service Committee.**

Chairman Downey moved to establish the second Tuesday at 3 p.m. as the regular meeting day and time for the Operations and Customer Safety Committee meeting.

No public comment.

On motion to establish the second Tuesday at 3 p.m. as the regular meeting day and time for the OCSC: Adopted

Ayes – Burns, Downey and Murphy

**11. Committee Members' requests for information.** (For discussion only)

Chairman Downey made the following requests for information:

- Training for 533-1200 staff regarding the information required for vehicles when reporting parking violations.
- Status on the Carl Street rail replacement project that was to be added to the Duboce Street rail replacement project, but is no longer mentioned in the Duboce project

**12. Schedule upcoming calendar items.** (For discussion only)

Next regular meeting: Tuesday, August 10, 2010, at 3 p.m.

1 South Van Ness Avenue, 3rd Floor, Room 3075


**13. ADJOURN:** The meeting was adjourned at 4:54 p.m.

*Respectfully submitted by:*

*Debra J. Reed*

*SFMTA CAC - Secretary*

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MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE OF MEETING AND CALENDAR

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Tuesday, August 10, 2010  
Room 3075  
1 South Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS

Joan Downey, Chair  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Debra Reed

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## ORDER OF BUSINESS

- |    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4. | Approval of Minutes   | 3:03 |
|    | • July 13, 2010   |      |
| 5. | Report of the Chair (For discussion only)   | 3:04 |
| 6. | Public Comment  | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the Citizens' Advisory Council's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |   |      |
|-----|---|------|
| 7.  | Presentation, discussion and possible action regarding Metro Operations. (Frank Alejandro)        | 3:10 |
| 8.  | Presentation, discussion and possible action regarding Cable Car operations. (Frank Alejandro)    | 3:40 |
| 9.  | Presentation, discussion and possible action regarding Daily Operations Report. (Frank Alejandro) | 4:10 |
| 10. | Discussion and possible action regarding the 39 Coit Route and parking in the area.               | 4:40 |
| 11. | Committee Members' requests for information. (For discussion only)                                | 4:50 |
| 12. | Schedule upcoming calendar items. (For discussion only)   | 4:55 |
|     | Next regular meeting: Tuesday, September 14, at 3 p.m.  |      |
|     | 1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075                              |      |

|         |      |
|---------|------|
| ADJOURN | 5:00 |
|---------|------|

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

**Notice**

The Meeting for Tuesday August 10, 2010

"Has Been Cancelled"

**Members:**

Joan Downey (Chairman), Mary Burns and Daniel Murphy

**CAC Members that are not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen, Janel Sterbentz,  
Susan Vaughan, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

**Notes:**

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MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE OF MEETING AND CALENDAR

Tuesday, September 14, 2010  
Room 3075  
1 South Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS

Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Debra Reed

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## ORDER OF BUSINESS

|    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting   | 3:02 |
| 4. | Approval of Minutes <ul style="list-style-type: none"> <li>• July 13, 2010</li> </ul>   | 3:03 |
| 5. | Report of the Chairman (For discussion only)  | 3:04 |
| 6. | Public Comment  | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the Citizens' Advisory Council's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

|     |   |      |
|-----|---|------|
| 7.  | Presentation, discussion and possible action regarding Metro Operations. (Frank Alejandro)  | 3:10 |
| 8.  | Presentation, discussion and possible action regarding Cable Car operations. (Frank Alejandro)  | 3:40 |
| 9.  | Presentation, discussion and possible action regarding Daily Operations Report. (Frank Alejandro)   | 4:10 |
| 10. | Discussion and possible action regarding the 39 Coit Route and parking in the area.   | 4:40 |
| 11. | Committee Members' requests for information. (For discussion only)  | 4:50 |
| 12. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, October 12, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:55 |
|     | ADJOURN   | 5:00 |

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**City and County of San Francisco  
Municipal Transportation Agency  
Citizens' Advisory Council**

**Operations and Customer Service Committee**

Notice

The Meeting for Tuesday, October 12, 2010

"Has Been Cancelled"

**Members:**

Joan Downey (Chairman), Mary Burns and Daniel Murphy

**CAC Members that are not members of this Committee:**

Art Cimento, Steve Ferrario, Griffith Humphrey, Cesar Perez, Greg Riessen, Janel Sterbentz,  
Susan Vaughan, Dorris Vincent, Daniel Weaver, Ruth Wheeler and Jamison Wieser

**Notes:**

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CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE AND  
CAC COMMITTEE OF THE WHOLE

NOTICE OF MEETING AND CALENDAR

Tuesday, November 9, 2010  
Room 3075  
1 South Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS

Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

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## ORDER OF BUSINESS

- |    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4. | Approval of Minutes   | 3:03 |
|    | • September 14, 2010  |      |
| 5. | Report of the Chairman (For discussion only)  | 3:04 |
| 6. | Public Comment  | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the Citizens' Advisory Council's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |  |      |
|-----|--|------|
| 7.  | Presentation, discussion and possible action regarding the Service Restoration Plan. (John Haley)                                    | 3:10 |
| 8.  | Presentation, discussion and possible action regarding Metro Operations. (John Haley)  | 3:50 |
| 9.  | Presentation, discussion and possible action regarding policies regarding Muni vehicles during operator's break. (David Hill)        | 4:20 |
| 10. | Presentation, discussion and possible action regarding dispatch procedures for customer complaints. (Joy Houlihan and Marie Holland) | 4:30 |
| 11. | Committee Members' requests for information. (For discussion only)   | 4:40 |
| 12. | Schedule upcoming calendar items. (For discussion only)  | 4:55 |
|     | Next regular meeting: Tuesday, January 11, 2011, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075   |      |

|         |      |
|---------|------|
| ADJOURN | 5:00 |
|---------|------|

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MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

Tuesday, January 11, 2011  
Room 3075  
1 South Van Ness Avenue

**REGULAR MEETING**  
3:00 P.M.

**COMMITTEE MEMBERS**

Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

**COUNCIL LIAISON**

Roberta Boomer

**COUNCIL SECRETARY**

Yvette Torres

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## ORDER OF BUSINESS

- |    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4. | Approval of Minutes   | 3:03 |
|    | • November 9, 2010  |      |
| 5. | Report of the Chairman (For discussion only)  | 3:04 |
| 6. | Public Comment  | 3:05 |
|    | Members of the public may address the Committee on matters that are within the Citizens' Advisory Council's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |   |      |
|-----|---|------|
| 7.  | Presentation, discussion and possible action regarding short turning trains. (John Haley)                                       | 3:10 |
| 8.  | Presentation, discussion and possible action regarding signage for bus stops. (Murray Bond)                                     | 3:40 |
| 9.  | Discussion and possible action approving the 2011 meeting schedule.   | 4:10 |
| 10. | Committee Members' requests for information. (For discussion only)  | 4:30 |
| 11. | Schedule upcoming calendar items. (For discussion only)   | 4:55 |
|     | Next regular meeting: Tuesday, March 8, 2011, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 |      |
|     | ADJOURN   | 5:00 |

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SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE

The meeting for Tuesday, January 11, 2011

HAS BEEN CANCELLED

COMMITTEE MEMBERS

Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON

Roberta Boomer

COUNCIL SECRETARY

Yvette Torres

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CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE

The meeting for Tuesday, March 8, 2011

HAS BEEN CANCELLED

COMMITTEE MEMBERS

Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON

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CITIZENS' ADVISORY COUNCIL**

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

Tuesday, May 10, 2011  
Room 3075  
1 South Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

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## ORDER OF BUSINESS

- |    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4. | Approval of Minutes   | 3:03 |
|    | • November 9, 2010  |      |
| 5. | Report of the Chairman (For discussion only)  | 3:04 |
| 6. | Public Comment  | 3:05 |
|    | Members of the public may address the Committee on matters that are within the Citizens' Advisory Council's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |   |      |
|-----|---|------|
| 7.  | Presentation, discussion and possible action regarding short turning trains. (John Haley, Transit Services)   | 3:10 |
| 8.  | Presentation, discussion and possible action regarding sequencing of outbound trains. (John Haley, Transit Services)  | 3:40 |
| 9.  | Presentation, discussion and possible action regarding service standards using NextBus data. (Travis Fox, Sustainable Streets)  | 4:10 |
| 10. | Discussion and possible action approving the 2011 meeting schedule.   | 4:40 |
| 11. | Committee Members' requests for information. (For discussion only)  | 4:45 |
| 12. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, May 10, 2011, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:55 |

|         |      |
|---------|------|
| ADJOURN | 5:00 |
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[SFMTA Citizens Advisory Council \(CAC\)](#) > Operations and Customer Service Committee May 10, 2011, Minutes

## City and County of San Francisco



### Municipal Transportation Agency Citizens' Advisory Council

### Operations and Customer Service Committee

Tuesday, May 10, 2011, at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

#### MINUTES

#### 1. Call to Order

Chairman Joan Downey called the meeting to order at 3:05 p.m.

##### • Roll Call

OCSC members present at Roll Call: Joan Downey and Mary Burns

OCSC members absent at Roll Call: Daniel Murphy

OCSC members absent: None

SFMTA CAC members not on this committee, but also present: Steve Ferrario

#### 3. Announcement of prohibition of sound-producing devices during the meeting.

CAC Secretary made the announcement.

Daniel Murphy arrived at 3:07 p.m.

#### 4. Approval of Minutes:

On motion to approve the minutes of November 9, 2010: Approved  
Ayes – Downey, Burns, and Murphy

Nayes – None

#### Public Comment:

None

#### 5. Report of the chairman: Joan Downey

Chairman Downey stated that she received a notice from the Ingleside Police Chief stating that the SFMTA will be enforcing illegal sidewalk parking without complaints and for residents to be

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advised. The Chairman would like a copy of this notice to distribute to residents.

#### **6. Public Comment:**

Roland Wong stated that people with disabilities can be easily confused when boarding vehicles at crowded Metro stations.

#### **7. Presentation, discussion and possible action regarding short turning trains. (John Haley, Director, Transit Management)**

Mr. Haley discussed the April 2011 Operations Score Card power point presentation and issues of switchbacks. Common service adjustments used had been to deadhead trains. Switchbacks have indicated there are problems in service and had forced staff in identifying communication difficulties with the public. Mr. Haley stated changes to signage in the subway would inform passengers of the train's destination.

Mr. Haley stated that a shortage of operators has caused switchbacks to occur more frequently than usual. On May 4th, 22% workforce was unavailable and there were 50 open runs, the majority on the rail line. Mr. Haley stated that the majority of switchbacks occur around 9:30-11:00 a.m. and after 7:00 p.m. Staff has been minimizing switchbacks during peak travel times.

Mr. Haley stated the K/T line is most difficult since the K Line portion between West Portal and Balboa has no switchback track. Committee member Burns stated that around noon today, she had seen an inbound K Line train turn around at St. Francis Circle and became an L Line train. Mr. Haley stated he would look into this incident.

Chairman Downey inquired why not switch back train(s) that has fewer passengers rather than inconvenience passengers on a crowded train. Mr. Haley replied that in some instances, operators have been required to switchback due to the Hours in Service rules.

#### **Public Comment:**

Roland Wong stated that signs on the 5 Fulton would state destination as Ocean Beach, but was in service only to 6th Avenue. Mr. Wong stated that on occasions when switchbacks have occurred, he has to use multiple trains and/or buses to get to his destination.

#### **Motion 110510.01**

The SFMTA CAC recommends that, when switchbacks involve vehicles next to each other that the vehicle with the fewest passengers be switched back in order to inconvenience the smallest number of passengers.

On Motion to approve Motion 110510.01: Approved

Ayes – Burns, Downey, and Murphy

Nayes – None

#### **Motion 110510.02**

The SFMTA CAC recommends that, when ATCS is upgraded, the agency consider adding destination announcements to the recorded voice announcements and platform signs in order to better alert passengers of upcoming switchbacks—for example, "N-Judah to Sunset Boulevard" instead of "N-Judah."

On Motion to approve Motion 110510.02: Approved

Ayes – Burns, Downey, and Murphy

Nayes – None

#### **8. Presentation, discussion and possible action regarding sequencing of outbound trains. (John Haley, Director, Transit Management)**

John Haley discussed the sequencing of outbound trains. He stated that when there are open runs, everything gets out of sequence and there can be multiple open runs on the same line. Operator shortage is also a problem as well as reliable vehicles. Some mid-life overhaul on vehicles has an overall effect on reliability, including maintenance of vehicles and having parts to repair vehicles.

#### **Public Comment:**



Roland Wong stated that BART makes announcements when their elevators are out of service and there's an app that shows which elevators are not working. He finds it helpful and can adjust his travel plans. He stated that the Church and Castro Metro stations do not have announcements to inform passengers that the elevators are not working.

**9. Presentation, discussion and possible action regarding service standards using NextBus data.** (Travis Fox, Sustainable Streets)

Travis Fox discussed the process of receiving data from NextBus to internal data bases. He stated that based on differences at each time point, basic program is being written and processed through quality control checks. Mr. Fox stated that he is expecting to make available side-by-side methodology in the next fiscal year.

Chairman Downey inquired if this information will be available online where you could click on one line and drill down to find out further information. Mr. Fox replied that staff has this in their vision as well.

Donovan Corliss stated that staff is keeping an eye on the radio project and that may help NextBus data. Data collection rate, NextBus, has gps readers on vehicles and sends information every 1,000 feet. NextBus estimates vehicles can travel certain distance, velocity and time points may provide for more error.

**Public Comment:**

Roland Wong inquired if NextBus signs will display Muni elevators that are out of service. He stated that BART has it on their alert system. Mr. Wong stated that it is less frustrating when he knows if an elevator is working or not.

**Motion 110510.03**

The SFMTA CAC recommends that the Daily Operations Report include the following items which were previously part of the report:

- lines affected by not-outs;
- percent of operator absenteeism;
- times that each Muni revenue service vehicle arrived at each time point.

On Motion to approve Motion 110510.03: Approved

Ayes – Burns, Downey, and Murphy

Nays – None

**10. Discussion and possible action approving the 2011 meeting schedule.**

The 2011 meeting schedule was approved. July, September and November will be the remaining meetings for the year.

**Public Comment:**

None

On Motion to approve the 2011 schedule: Approved

Ayes – Burns, Downey, and Murphy

Nays – None

- **Committee members' requests for information.** (For discussion only)
- Joan Downey stated that the crosswalk in front of the Arboretum at MLK Drive is not painted and was told a year ago that this would be done by December 2010. She would like to know when this will be done.
- **Schedule upcoming Meeting and Agenda Items.** (For discussion only)  
Next regular meeting: Tuesday, July 12, 2011 at 3:00 p.m.

1 South Van Ness Avenue, 3rd Floor (Conference Room 3075)

**ADJORN:** The meeting was adjourned at 5:09 p.m.

*Respectfully submitted by:*

*Yvette Torres*

*SFMTA – CAC Secretary*

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SAN FRANCISCO  
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CITIZENS' ADVISORY COUNCIL

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

Tuesday, July 12, 2011  
Room 3075  
1 South Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

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## ORDER OF BUSINESS

- |    |  |      |
|----|--|------|
| 1. | Call to Order  | 3:00 |
| 2. | Roll Call  | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.   | 3:02 |
| 4. | Approval of Minutes  | 3:03 |
|    | • May 10, 2011   |      |
| 5. | Report of the Chairman (For discussion only)   | 3:04 |
| 6. | Public Comment   | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the Citizens' Advisory Council's OCSC's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |   |      |
|-----|---|------|
| 7.  | Presentation, discussion and possible action regarding implementing the proof-of-payment program systemwide. (John Haley, Transit Services)   | 3:10 |
| 8.  | Presentation, discussion and possible action regarding sequencing of outbound trains. (John Haley, Transit Services)  | 3:40 |
| 9.  | Discussion and possible action regarding the 2010 re-route of the 37 Corbett. (John Haley, Transit Services)  | 4:10 |
| 10. | Committee Members' requests for information. (For discussion only)  | 4:40 |
| 11. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, September 13, 2011, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:55 |
|     | ADJOURN   | 5:00 |

Accessible meeting policy – One South Van Ness Avenue

SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE

The meeting for Tuesday, July 12, 2011

HAS BEEN CANCELLED

COMMITTEE MEMBERS

Joan Downey, Chairman

Mary Burns

Daniel Murphy

COUNCIL LIAISON

Roberta Boomer

COUNCIL SECRETARY

Yvette Torres

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MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL**

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF SPECIAL MEETING AND CALENDAR**

Wednesday, August 17, 2011  
Room 3075  
1 South Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

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## ORDER OF BUSINESS

- |    |  |      |
|----|--|------|
| 1. | Call to Order  | 3:00 |
| 2. | Roll Call  | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.   | 3:02 |
| 4. | Approval of Minutes  | 3:03 |
|    | • May 10, 2011   |      |
| 5. | Report of the Chairman (For discussion only)   | 3:04 |
| 6. | Public Comment   | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the Citizens' Advisory Council's OCSC's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |  |      |
|-----|--|------|
| 7.  | Presentation, discussion and possible action regarding implementing the proof-of-payment program systemwide. (John Haley, Transit Services)  | 3:10 |
| 8.  | Presentation, discussion and possible action regarding sequencing of outbound trains. (John Haley, Transit Services)   | 3:40 |
| 9.  | Discussion and possible action regarding standard procedure to evaluating changes to a route. (John Haley, Transit Services)   | 4:10 |
| 10. | Discussion and possible action regarding Parking Control Officers (PCOs) ticketing cars parked in street cleaning zones after the cleaners have passed. (Joy Houlihan, Safety, Training, Security & Enforcement) | 4:20 |
| 11. | Committee Members' requests for information. (For discussion only)   | 4:40 |
| 12. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, September 13, 2011, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075                  | 4:55 |
|     | ADJOURN  | 5:00 |



SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE

The meeting for Tuesday, August 17, 2011

HAS BEEN CANCELLED

COMMITTEE MEMBERS

Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON

Roberta Boomer

COUNCIL SECRETARY

Yvette Torres

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CITIZENS' ADVISORY COUNCIL**

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

Wednesday, August 31, 2011  
Room 3075  
1 South Van Ness Avenue

**REGULAR MEETING**  
3:00 P.M.

**COMMITTEE MEMBERS**  
Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

**COUNCIL LIAISON**  
Roberta Boomer

**COUNCIL SECRETARY**  
Yvette Torres

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## ORDER OF BUSINESS

- |    |  |      |
|----|--|------|
| 1. | Call to Order  | 3:00 |
| 2. | Roll Call  | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.   | 3:02 |
| 4. | Approval of Minutes  | 3:03 |
|    | • May 10, 2011   |      |
| 5. | Report of the Chairman (For discussion only)   | 3:04 |
| 6. | Public Comment   | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the Citizens' Advisory Council's OCSC's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |   |      |
|-----|---|------|
| 7.  | Presentation, discussion and possible action regarding implementing the proof-of-payment program systemwide. (John Haley, Transit Services)   | 3:10 |
| 8.  | Presentation, discussion and possible action regarding the sequencing of outbound trains. (John Haley, Transit Services)  | 3:40 |
| 9.  | Discussion and possible action regarding procedures for evaluating route changes. (John Haley, Transit Services)  | 4:10 |
| 10. | Discussion and possible action regarding Parking Control Officers (PCOs) ticketing cars parked in street cleaning zones. (Joy Houlihan, Safety, Training, Security and Enforcement)             | 4:30 |
| 11. | Committee Members' requests for information. (For discussion only)  | 4:40 |
| 12. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, September 13, 2011, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:55 |
|     | ADJOURN   | 5:00 |

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[SFMTA Citizens Advisory Council \(CAC\)](#) > Operations and Customer Service Committee August 31, 2011, Minutes

## City and County of San Francisco



### Municipal Transportation Agency Citizens' Advisory Council

### Operations and Customer Service Committee

Wednesday, August 31, 2011, at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

#### MINUTES

#### 1. Call to Order

Chairman Joan Downey called the meeting to order at 3:04 p.m.

#### 2. Roll Call

OCSC members present at Roll Call: Joan Downey

OCSC members absent at Roll Call: None

OCSC members absent: Mary Burns and Daniel Murphy

SFMTA CAC members not on this committee, but also present: Mark Ballew, Steve Ferrario and Dan Weaver

Chairman Downey appointed Dan Weaver to serve as Pro Tem

#### 3. Announcement of prohibition of sound-producing devices during the meeting.

The CAC Secretary made the announcement.

#### 4. Approval of Minutes:

On motion to approve the minutes of May 10, 2011: Approved  
Ayes - Downey and Weaver

Nayes - None

Absent - Burns and Murphy

#### 5. Report of the chairman: Joan Downey

None

#### 6. Public Comment:

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None

**7. Presentation, discussion and possible action regarding implementing the proof-of-payment program systemwide.** (John Haley, Director, Transit Management)

John Haley discussed all-door boarding, fare inspectors and fare evasion on the system. Mr. Haley stated more public outreach campaigning to reduce fare evasion would need to be done, but there is a higher percentage of riders that pre-pay on their Clipper cards.

**Public Comment:**

David Pilpel commented that a study was done on the number of inspections from other agencies that might be of interest historically. He stated fare machines at MMT, Stonestown and the cable car system were taken out. Mr. Pilpel is concerned about safety and security during night time hours, 10 p.m. to 6 a.m., when there are no fare inspectors on the system.

Edward Mason commented that his experience on the 14 Mission line, he has noticed a cross-section of passengers using their Clipper cards. Mr. Mason would like fare inspection to be 24/7 via the back door.

**Motion 110831.01**

The SFMTA CAC reaffirms our support for all-door boarding systemwide by early 2012; more effectively deploy proof-of-payment inspectors including moving their headquarters to a more central location. We support increasing the cash fare to encourage use of a Clipper card. We support comprehensive outreach to passengers.

On Motion to approve Motion 110831.01: Approved

Ayes – Downey and Weaver

Nayes – None

Absent – Burns and Murphy

**8. Presentation, discussion and possible action regarding the sequencing of outbound trains.** (John Haley, Director, Transit Management)

Chairman Downey continued this item to the next meeting.

**9. Discussion and possible action regarding procedures for evaluating route changes.** (John Haley, Director, Transit Management)

Jim Campbell, Transit Planner, Operations Planning, discussed the route change of the 37 Corbett bus. Mr. Campbell stated the route change was done because of the narrow street and conflicts with automobiles and buses.

**Public Comment:**

Richard Magary commented that the neighbors who were affected by the re-route did not know until the change had been made and feels this was inappropriate. Mr. Magary stated that a group of neighbors had this done because they did not want the bus going by their home.

Roland Wong says there is a lot of concern on the 26 Valencia line when it was discontinued due to low ridership and would like Muni to consider adding the line back.

**Motion 110831.02**

The SFMTA CAC recommends that the SFMTA create written policies that specifies public outreach procedures before implementing operational changes, including post-implementation evaluation.

On Motion to approve Motion 110831.02: Approved

Ayes – Burns, Downey, and Murphy

Nayes – None

**10. Discussion and possible action regarding Parking Control Officers (PCOs) ticketing cars parked in street cleaning zones.** (Joy Houlihan, Deputy Director, Safety, Training, Security and Enforcement)

Joy Houlihan discussed circumstances of cars being ticketed when parked in street cleaning areas.

**Public Comment:**

None

**Motion 110831.03**

The SFMTA CAC recommends that the SFMTA add information on their website concerning rules and regulations regarding street cleaning parking rules.

On Motion to approve Motion 110831.03: Approved

Ayes – Downey and Weaver

Nays – None

Absent – Burns and Murphy

**11. Committee members' requests for information.** (For discussion only)

- Joan Downey inquired about the crosswalk at the Arboretum at MLK Drive in Golden Gate Park.
- Joan Downey stated a recent Service Standard Report for the last quarter was not distributed and to ask Travis Fox for the latest report.
- Joan Downey stated a Motion was passed over a year ago regarding the SFPD “No Parking” signs for \$150 and to find response.
- Joan Downey says she has seen the success of the Nx Judah Express and would like to know has it alleviated the Carl & Cole stop and she hasn’t seen report on how it is being evaluated.
- Joan Downey stated she called 311 to report an incident at the first block of Arguello and that the customer service representative who answered didn’t understand “unit block” and said that staff may need to be re-trained.

•

**• 12. Schedule upcoming Meeting and Agenda Items.** (For discussion only)

Chairman Downey stated there will not be a September OCSC meeting.

Next regular meeting: Tuesday, November 8, 2011 at 3:00 p.m.  
1 South Van Ness Avenue, 3rd Floor (Conference Room 3075)


**ADJORN:** The meeting was adjourned at 4:55 p.m.

*Respectfully submitted by:*

*Yvette Torres*

*SFMTA – CAC Secretary*

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SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL

OPERATIONS AND CUSTOMER SERVICE COMMITTEE

NOTICE

The meeting for Tuesday, September 13, 2011

HAS BEEN CANCELLED

COMMITTEE MEMBERS

Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON

Roberta Boomer

COUNCIL SECRETARY

Yvette Torres

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**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

Tuesday, November 8, 2011  
Room 3075  
1 South Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

11-04-11P01:28 RCVD

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## ORDER OF BUSINESS

- |    |  |      |
|----|--|------|
| 1. | Call to Order  | 3:00 |
| 2. | Roll Call  | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.   | 3:02 |
| 4. | Approval of Minutes  | 3:03 |
|    | • August 31, 2011  |      |
| 5. | Report of the Chairman (For discussion only)   | 3:04 |
| 6. | Public Comment   | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the Citizens' Advisory Council's OCSC's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |   |      |
|-----|---|------|
| 7.  | Discussion regarding the Enforcement Division's strategic goals and issues. (Commander Lea Militello, Safety, Training & Enforcement Division)  | 3:10 |
| 8.  | Presentation, discussion and possible action regarding the Passenger Service Reporting (PSR) process and trends. (Mary Travis-Allen, Transit Division)  | 3:40 |
| 9.  | Presentation, discussion and possible action regarding the bunching of trains. (John Haley, Transit Division)   | 4:00 |
| 10. | Presentation, discussion and possible action regarding daily operations report. (John Haley, Transit Division)  | 4:20 |
| 11. | Committee Members' requests for information. (For discussion only)  | 4:40 |
| 12. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, January 10, 2012, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:55 |
|     | ADJOURN   | 5:00 |

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[SFMTA Citizens Advisory Council \(CAC\)](#) > Operations and Customer Service Committee November 8, 2011, Minutes

## City and County of San Francisco Municipal Transportation Agency Citizens' Advisory Council

### Operations and Customer Service Committee

Tuesday, November 8, 2011, at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

#### MINUTES

##### 1. Call to Order

Chairman Joan Downey called the meeting to order at 3:03 p.m.

##### 2. Roll Call

OCSC members present at Roll Call: Joan Downey and Daniel Murphy

OCSC members absent at Roll Call: None

OCSC members absent: Mary Burns

SFMTA CAC members not on this committee, but also present: Mark Ballew

Chairman Downey appointed Mark Ballew to serve as Pro Tem

##### 3. Announcement of prohibition of sound-producing devices during the meeting.

The CAC Secretary made the announcement.

##### 4. Approval of Minutes:

Chairman Downey suggested that the fourth request under item #11, be revised to read, "Joan Downey stated that she has seen the success of the Nx Judah Express, but has not seen the report".

On motion to approve the minutes of August 31, 2011: Approved as amended

Ayes – Downey and Murphy

Nayes – None

Absent – Burns

##### Public Comment:

Edward Mason stated that his comment for item #9 should be modified to read as follows:  
"Edward Mason commented that he has noticed a cross-section of passengers using their Clipper card via the back door" as his first sentence.

##### 5. Report of the chairman (For discussion only):

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None

**6. Public Comment:**

None

**7. Discussion regarding implementing the Enforcement Division's strategic goals and issues.**  
(Commander Lea Militello, Safety, Training & Enforcement Division)

Commander Militello discussed her history with the San Francisco Police Department prior to coming to the SFMTA. Commander Militello oversees Enforcement and Proof-of-Payment in the Safety, Training, Security & Enforcement Division. Commander Militello explained challenges and implementations in improving deployment strategies.

**Public Comment:**

David Pilpel commented on passengers with pets and the pets fare payment.

Roland Wong inquired if POP personnel operates on a 24/7 basis. Commander Militello replied that POP personnel starts at 6 a.m. and finish at midnight.

Edward Mason stated that service animal signage on Muni was clearly posted over a decade ago. The published timetable booklets explained all regulations and fare instruments.

**8. Presentation, discussion and possible action regarding the Passenger Service Reporting (PSR) process and trends.** (Mary Travis-Allen, Transit Management)

Mary Travis-Allen discussed an overview of the Local 250-A contract and significant changes to the PSR process. Because of new technology and on-board video camera, staff has the ability to review complaints. Ms. Travis-Allen stated that quarterly reports are done on PSRs.

**Public Comment:**

Roland Wong stated that operators are still not calling out stops and that people with seeing disabilities do not have a sense of where they are.

David Pilpel commented on the organization structure. Mr. Pilpel inquired if Ken Anderson, who does training for Muni, has been to an OCSC meeting lately and who does Mr. Anderson train.

**9. Discussion and possible action regarding the bunching of trains.** (John Haley, Director, Transit Management)

John Haley discussed the causes of bunching of the trains on the system. Mr. Haley stated that there are many open runs on the rail side, particularly in the afternoon. Doors and step problems have also contributed to delays in service. Mr. Haley stated that staff is in the process of working with a contractor to repair wrecked vehicles to place back in service.

**Public Comment:**

Roland Wong commented on his recent experience regarding switchbacks on the L Taraval from the zoo and how it delayed him. Since he is a wheelchair passenger, the location of bus stops with wayside boarding along Taraval are few.

David Pilpel commented that the inbound L should not be switched back if there is a wheelchair passenger on board.

**10. Discussion and possible action regarding daily operations report.** (John Haley, Director, Transit Services)

This item is continued to the next meeting.

**Public Comment:**

None

**11. Committee members' requests for information.** (For discussion only)

- Mark Ballew would like to know about the bike plan and signage. He stated he was surprised by new bike lanes.

• 12. **Schedule upcoming Meeting and Agenda Items.** (For discussion only)

Next regular meeting: Tuesday, January 10, 2012 at 3:00 p.m.  
1 South Van Ness Avenue, 3rd Floor (Conference Room 3075)

**ADJORN:** The meeting was adjourned at 5:41 p.m.

*Respectfully submitted by:*  
*Yvette Torres*  
*SFMTA – CAC Secretary*

Accessible meeting policy – One South Van Ness Avenue

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**SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL**

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

Tuesday, January 10, 2012  
Room 3075  
1 South Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mary Burns  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

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## ORDER OF BUSINESS

- |    |  |      |
|----|--|------|
| 1. | Call to Order  | 3:00 |
| 2. | Roll Call  | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.   | 3:02 |
| 4. | Approval of Minutes  | 3:03 |
|    | • November 8, 2011   |      |
| 5. | Report of the Chairman (For discussion only)   | 3:04 |
| 6. | Public Comment   | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the Citizens' Advisory Council's OCSC's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |   |      |
|-----|---|------|
| 7.  | Presentation, discussion and possible action regarding operator training. (Reginald Mason, Director, and Ken Anderson, Safety, Training, Security & Enforcement Division)                   | 3:10 |
| 8.  | Presentation, discussion and possible action regarding the 29 Sunset bus stop relocation at Golden Gate Park. (Julie Kirschbaum and Tony Young, Transit Services)                           | 3:40 |
| 9.  | Presentation, discussion and possible action regarding operations data availability on the SFMTA website. (Murray Bond, Deputy Director, Administration)                                    | 4:10 |
| 10. | Committee Members' requests for information. (For discussion only)  | 4:40 |
| 11. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, March 13, 2012, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:55 |

|         |      |
|---------|------|
| ADJOURN | 5:00 |
|---------|------|

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[SFMTA Citizens Advisory Council \(CAC\)](#) > Operations and Customer Service Committee January 10, 2012, Minutes

## City and County of San Francisco Municipal Transportation Agency Citizens' Advisory Council

### Operations and Customer Service Committee

Tuesday, January 10, 2012, at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

#### MINUTES

##### 1. Call to Order

The CAC Secretary called the meeting to order at 3:15 p.m.

##### 2. Roll Call

OCSC members present at Roll Call: Mark Ballew, Mary Burns, and Daniel Murphy

OCSC members absent at Roll Call: None

OCSC members absent: Joan Downey

SFMTA CAC members not on this committee, but also present: None

The Committee nominated Daniel Murphy to serve as Pro Tem Chairman

On motion to approve Daniel Murphy as Pro Tem Chairman

Ayes – Ballew and Burns

Nayes – None

Absent – Downey

##### 3. Announcement of prohibition of sound-producing devices during the meeting.

The CAC Secretary made the announcement.

##### 4. Approval of Minutes:

Chairman Downey continued approval of the November 8, 2011 minutes to the next meeting.

##### 5. Report of the chairman (For discussion only):

None

##### 6. Public Comment:

None

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**7. Presentation, discussion and possible action regarding operator training.** (Reginald Mason, Director, and Ken Anderson, Manager of Training Assessment, Safety, Training & Enforcement Division)

Ken Anderson discussed an overview in operating training and requirements needed for newly hired bus operators. After the hiring process, new candidates receive eight weeks of training in the Training Department. Operator training includes eight hours of customer service training, in addition to state-mandated training, which is training about the physical operation of a vehicle.

**Public Comment:**

Edward Mason commented that when vehicles are in the subway, the operators are slouching and sometimes eat over the master controller. He inquired if there are thoughts to using a simulator to reduce cost in training. Mr. Mason mentioned an article he read in the *Mass Transit* that described operators getting to know their line and making sure passengers see them.

David Pilpel commented on the General Sign-Up (GSU) and mode training. He stated staff has gotten better in terms of metro training and rail mode certification, but not good at F Line training. Mr. Pilpel is concerned and believes there is time to train and qualify for PCC training; keep up-to-date on hiring new operators; and have GSU every two or three years.

**8. Presentation, discussion and possible action regarding the 29 Sunset bus stop relocation at Golden Gate Park.** (Julie Kirschbaum, Transit Service Planning Manager, and Tony Young, Engineer, Sustainable Streets)

Julie Kirschbaum discussed the project relocation of the 29 Sunset bus stop at 19th & Lincoln Avenue and the improvements that will be made. Ms. Kirschbaum stated that the relocation will save travel time on the line. The 29 Sunset going eastbound will have a dedicated signal to allow the bus to turn left at 19th & Lincoln. Ms. Kirschbaum described the new bus stop and safety improvements that will be relocated in front of the Golden Gate Park entrance.

**Public Comment:**

Edward Mason inquired if the hockey puck would be for the bus or the pavement. He commented that two hockey pucks can be installed and programmed to space out the bus, like something similar at Howard & Main for the 5 Fulton.

Roland Wong inquired on the size of the path that will be designed for people with disabilities. Mr. Wong commented on the control of traffic at the new bus stop.

**Motion 120110.01**

The SFMTA CAC recommends that the agency adopt the plan to move the northbound 29-Sunset and 28-19th Avenue stop from 19th Avenue and Lincoln Way to Crossover Drive and Martin Luther King Drive. The SFMTA CAC recommends the agency consider supplementary lighting in order to enhance the nighttime safety of the proposed stop.

On motion to approve Motion 120110.01: Approved

Ayes – Ballew, Burns, and Murphy

Nays – None

Absent – Downey

**9. Discussion and possible action regarding operations data availability on the SFMTA website.** (Murray Bond, Deputy Director, Administration)

Murray Bond discussed the availability and accessibility of data provided on the website. Mr. Bond stated that staff is in the process of hiring customer communications staff to work in Central Control to focus on reporting incidents. Mr. Bond stated that the website will be redesigned and attention will be paid to navigate the system easier.

**Public Comment:**

David Longh commented that the Dallas metro website sends scheduling updates to email directly.

Roland Wong stated that he is concerned about elevator outages and would like notification when the elevators are not working.

10. **Committee members' requests for information.** (For discussion only)

None

11. **Schedule upcoming Meeting and Agenda Items.** (For discussion only)

Next regular meeting: Tuesday, March 13, 2012 at 3:00 p.m.

1 South Van Ness Avenue, 3rd Floor (Conference Room 3075)

**ADJORN:** The meeting was adjourned at 5:30 p.m.

*Respectfully submitted by:*

*Yvette Torres*

*SFMTA – CAC Secretary*

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**SAN FRANCISCO  
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CITIZENS' ADVISORY COUNCIL**

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

Tuesday, March 13, 2012  
Room 3075  
1 South Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mark Ballew  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

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## ORDER OF BUSINESS

- |    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4. | Approval of Minutes   | 3:03 |
|    | <ul style="list-style-type: none"><li>• November 8, 2012</li><li>• January 10, 2012</li></ul>   |      |
| 5. | Report of the Chairman (For discussion only)  | 3:04 |
| 6. | Public Comment  | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the OCSC's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |  |      |
|-----|--|------|
| 7.  | Presentation, discussion and possible action regarding the daily operations report. (John Haley, Director, Transit Operations)   | 3:10 |
| 8.  | Presentation, discussion and possible action regarding UCSF's traffic management plans. (Jerry Robbins, Transportation Planning Manager, Sustainable Streets)              | 3:30 |
| 9.  | Presentation, discussion and possible action regarding sidewalk parking. (Joy Houlihan, Deputy Director, Enforcement Division, Safety, Training, Security & Enforcement)   | 3:50 |
| 10. | Presentation, discussion and possible action regarding RPP temporary passes. (Diana Hammons, Senior Manager, Revenue Collection & Sales, Finance & Information Technology) | 4:10 |
| 11. | Presentation, discussion and possible action regarding the No Parking temporary signs. (Steve Lee, title, Finance & Information Technology)                                | 4:30 |
| 12. | Committee Members' requests for information. (For discussion only)   | 4:40 |
| 13. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, May 15, 2012, at 3 p.m.  | 4:55 |



1 South Van Ness Avenue, 3<sup>rd</sup> Floor, Conference Room 3075

ADJOURN

5:00

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[SFMTA Citizens Advisory Council \(CAC\)](#) > Operations and Customer Service Committee March 13, 2012, Minutes

## City and County of San Francisco



### Municipal Transportation Agency Citizens' Advisory Council

### Operations and Customer Service Committee

Tuesday, March 13, 2012, at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

#### MINUTES

#### 1. Call to Order

Chairman Downey called the meeting to order at 3:19 p.m.

##### • Roll Call

OCSC members present at Roll Call: Mark Ballew, Mary Burns, and Joan Downey

OCSC members absent at Roll Call: Daniel Murphy

OCSC members absent:

SFMTA CAC members not on this committee, but also present: None

#### 3. Announcement of prohibition of sound-producing devices during the meeting.

The CAC Secretary made the announcement.

#### 4. Approval of Minutes:

##### Public Comment:

Edward Mason stated that his comment in the November 8, 2011 under item #8 be reworded to read, "Edward Mason stated service animals signage on Muni was clearly posted over a decade ago. The published timetable booklets explained all regulations and fare instruments.

On motion to approve the minutes of November 8, 2011 and January 10, 2012: Approve as amended

Ayes – Ballew, Burns, Downey, and Murphy

Nays – None

Absent - None

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**5. Report of the chairman (For discussion only):**

None

**6. Public Comment:**

None

**7. Presentation, discussion and possible action regarding the daily operations report. (John Haley, Director, Transit Services Division)**

John Haley discussed the status of the daily operations report and stated that staff who was in charge of processing the report has taken a leave of absence. In the interim, staff replacement is welcoming feedback to information contained in improving the daily operations report, including adding missed runs. Mr. Haley stated he would obtain the council member's email for distribution of the daily operations report.

Chairman Downed stated that the daily operations report used to arrive in the morning of each day, but are now being sent in the afternoon. Committee member Ballew stated he is not receiving any report.

**Public Comment:**

Edward Mason commented that years ago, after a Carnival event, did Muni conduct a "lessons learned" afterwards. Mr. Mason stated he attended following year meetings and inquired about benefits or lessons learned from previous years, such as putting the 14 Mission bus line on Guerrero Street to speed up service.

**8. Presentation, discussion and possible action regarding UCSF's traffic management plan. (Jerry Robbins, Transportation Planning Manager, Sustainable Streets)**

Jerry Robbins discussed UCSF's traffic management plans and discussion with UCSF staff. UCSF has a conceptual idea to widen the northern sidewalk to 15 feet which would take away parking on both sides of Parnassus Street. Mr. Robbins stated that UCSF does not have funding for this and they need to work closely with the SFMTA and other City agencies to make sure their plan is feasible.

**Public Comment:**

None

**9. Presentation, discussion and possible action regarding sidewalk parking. (Joy Houlihan, Deputy Director, Enforcement Division, Safety, Training, Security & Enforcement)**

Joy Houlihan discussed sidewalk parking issues and stated that staff has stepped up on enforcement. Ms. Houlihan stated that six Parking Control Officers were hired since December.

**Public Comment:**

xEdward Mason commented that he attended a land use meeting and comments were made by residents who got aced out of their parking on the street and then received tickets for parking in their driveway.

**10. Presentation, discussion and possible action regarding RPP temporary passes. (Diana Hammons, Senior Manager, Revenue Collection & Sales, Finance & Information Technology)**

Diana Hammons discussed the Residential Parking Program (RPP) and stated that staff is working on a prototype of pre-purchasing RPP passes. Ms. Hammons stated that staff is working on an amendment to the transportation code to set requirements for the new parking pass program.

**Public Comment:**

Aaron Bialick inquired if the price for regular RPP regulated by State law.

(Ms. Hammons responded affirmative to a cost recovery fee and that the fees were set years ago. Ms. Hammons stated temporary RPPs are good for short term visitors and/or last minute guests.)

**11. Presentation, discussion and possible action regarding the No Parking temporary signs. (Steve Lee, Manager of Financial Contracts & Services, Finance & Information Technology)**

Steve Lee discussed the policy of the S.F.P.D. issuing temporary "No Parking" signs which cost \$160. Mr. Lee stated that staff is currently in negotiations to transition to a private company issuing the signs rather than the SFPD. Mr. Lee stated the new provider will allow for staff to create a database to keep track of all sign postings.

**Public Comment:**

Edward Mason commented on the tree trimming the City used to provide through the Department of Public Works and who will be financially responsible for trimming trees on homeowners' property. Mr. Mason stated that the City is renegeing on the care of City trees by dumping the cost to property owners.

**12. Committee members' requests for information.** (For discussion only)

- Mark Ballew would like a copy of the training guide for fare inspectors.
- Mark Ballew would like a follow-up on audio records, audio and video recorders, and the Clipper tap machines on buses.

**Public Comment:**

Edward Mason inquired from staff what to tell customers on boarding vehicles and where the Clipper card readers are, when all door boarding begins.

**13. Schedule upcoming Meeting and Agenda Items.** (For discussion only)

Next regular meeting: Tuesday, May 8, 2012 at 3:00 p.m.  
1 South Van Ness Avenue, 3rd Floor (Conference Room 3075)

**ADJORN:** The meeting was adjourned at 5:03 p.m.

*Respectfully submitted by:*

*Yvette Torres*

*SFMTA – CAC Secretary*

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MUNICIPAL TRANSPORTATION AGENCY  
CITIZENS' ADVISORY COUNCIL**

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

Tuesday, May 8, 2012  
Room 3075  
1 South Van Ness Avenue

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mark Ballew  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

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## ORDER OF BUSINESS

- |    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4. | Approval of Minutes   | 3:03 |
|    | • March 13, 2012  |      |
| 5. | Report of the Chairman (For discussion only)  | 3:04 |
| 6. | Public Comment  | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the OCSC's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |  |      |
|-----|--|------|
| 7.  | Presentation, discussion and possible action regarding contractor construction permits (Sonali Bose, CFO/Director, Finance & Information Technology)                                       | 3:10 |
| 8.  | Presentation, discussion and possible action regarding the daily operations report. (John Haley, Director, Transit Services)   | 3:30 |
| 9.  | Presentation, discussion and possible action regarding dogs on Muni. (John Haley, Director, Transit Services)  | 3:50 |
| 10. | Presentation, discussion and possible action regarding implementation of the Strategic Plan. (Darton Ito, Manager, Capital Planning Systems)   | 4:10 |
| 11. | Committee Members' requests for information. (For discussion only)   | 4:50 |
| 12. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, July 10, 2012, at 3 p.m.<br>1 South Van Ness Avenue, 3 <sup>rd</sup> Floor, Conference Room 3075 | 4:55 |

|         |      |
|---------|------|
| ADJOURN | 5:00 |
|---------|------|

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[SFMTA Citizens Advisory Council \(CAC\)](#) > Operations and Customer Service Committee May 8, 2012, Minutes

## City and County of San Francisco Municipal Transportation Agency Citizens' Advisory Council

### Operations and Customer Service Committee

Tuesday, May 8, 2012, at 3:00 p.m.  
1 South Van Ness Avenue, Room 3075  
San Francisco, California

#### MINUTES

##### 1. Call to Order

Chairman Downey called the meeting to order at 3:02 p.m.

##### 2. Roll Call

OCSC members present at Roll Call: Mark Ballew and Joan Downey

OCSC members absent at Roll Call: Daniel Murphy

OCSC members absent: None

SFMTA CAC members not on this committee, but also present: Steve Ferrario

##### 3. Announcement of prohibition of sound-producing devices during the meeting.

The CAC Secretary made the announcement.

##### 4. Approval of Minutes:

###### Public Comment:

None

On motion to approve the minutes of March 13, 2012: **Approved**

Ayes – Ballew and Downey

Nays – None

Absent - Murphy

##### 5. Report of the chairman (For discussion only):

None

##### 6. Public Comment:

None

##### 7. Presentation, discussion and possible action regarding contractor construction permits. (Sonali Bose, CFO/Director, Finance & Information Technology)

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Diana Hammons discussed proposed changes to the SFMTA Contractor Parking Permits. Contractor permits are issued through the Citation Processing Section to state-licensed contractors. The intent of the permit provides an "as needed permit" for contractor vehicles parking at metered locations (except at yellow parking meters). Currently, the permit costs \$842 per year and is scheduled to increase to \$876 on July 1, 2012. The proposed change to the permit will restrict the use of parking within a certain number of feet around the contractor's primary business.

**Motion 120508.01**

The SFMTA CAC recognizes that the staff-proposed changes to the Contractor Parking Permit system terms must go into effect on June 1, 2012. The SFMTA CAC recommends that a proposal for a more fair and equitable system be drafted by staff no later than September 2012, allowing contractors, and possibly other small businesses, to park at metered spaces for the full meter price, but without a limit on time. The SFMTA CAC recommends that the permit should include a way for small businesses to buy permits allowing them to park in RPP areas, similar to the proposed prepaid daily RPPs.

On motion to approve Motion 120508.01: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

**Public Comment:**

None

**8. Presentation, discussion and possible action regarding the daily operations report. (John Haley, Director, Transit Services)**

This item was continued to the next meeting.

**Public Comment:**

None

**9. Presentation, discussion and possible action regarding dogs on Muni. (John Haley, Director, Transit Services)**

This item was continued to the next meeting.

**Public Comment:**

None

**10. Presentation, discussion and possible action regarding implementation of the Strategic Plan. (Darton Ito, Manager, Capital Planning Systems)**

Timothy Papandreou discussed various goals in the Preliminary Unconstrained List of Actions FY 2012/13- FY 2013/14. The Committee made the following recommendations for approval:

Objective 2.1.1 – Expand and refocus messaging to include all modes in pursuit of the Agency's 50/50 mode split goal by 2018

**Motion 120508.02**

The SFMTA CAC recommends that social media tools be used to deliver real-time service information, particularly regarding planned and unplanned delays or shutdowns on lines, allowing people to make alternate plans, and that the PSR process be incorporated into the Agency's social media presence.

On motion to approve Motion 120508.02: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

Objective 2.1.4 – Complete SFMTA website rebuild

**Motion 120508.03**

All Daily Ops reports and all reports made available to management should be available on the redesigned web site. The redesign of the web site should have as its primary emphasis the experience of mobile users, and the site should not display ads in its mobile versions.

On motion to approve Motion 120508.03: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

Objective 2.1.5 – Develop effective branding and signage of transit vehicles and integrate multi-modal wayfinding of all modes at stations, stops and in vehicles

**Motion 120508.04**

Signs should prioritize being concise over including “please” on every sign. The agency should investigate, get outside assistance with, and implement best practices for wayfinding before undertaking any further wayfinding changes.

On motion to approve Motion 120508.04: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

Objective 2.1.6 – Create a new online and physical transportation map to show relative weight of frequent higher capacity transit services, bicycle routes and key multi-modal connections

**Motion 120508.05**

As part of these effects, Muni should preserve and incrementally improve the existing Muni map.

On motion to approve Motion 120508.05: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

Objective 2.1.10 – Develop and implement customer focused program for mezzanine-level customer service interactions with the Muni station agents

**Motion 120508.06**

Muni needs a clean, uniform look and feel for station agent booths.

On motion to approve Motion 120508.06: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

Objective 2.1.12 – Develop hiring/selection process for frontline employees that is aligned with selecting candidates who will excel in customer service and retrain existing staff on customer communications

**Motion 120508.07**

P.A. systems in vehicles and stations need improvement. Operators and dispatchers need more training in verbal communication skills, and public announcements need to be made more audible

and robust, and pre-recorded when possible.

On motion to approve Motion 120508.07: Approved

Ayes – Ballew, Downey, and Murphy

Nays – None

Absent – None

Objective 2.1.13 – Install improve signage and customer information outside of subway stations

**Motion 120508.08**

Electronic signage inside stations needs upgrading as well.

On motion to approve Motion 120508.08: Approved

Ayes – Ballew, Downey, and Murphy

Nays – None

Absent – None

Objective 2.2.3 – Facilitate the movement of transit vehicles with consistent enforcement of transit-only lanes and traffic laws

**Motion 120508.09**

The SFPD needs additional transit focused training emphasizing the importance of mass transit and other non-automobile forms of transportation to San Francisco.

On motion to approve Motion 120508.09: Approved

Ayes – Ballew, Downey, and Murphy

Nays – None

Absent – None

Objective 2.2.4 – Identify opportunities to prioritize transit during regular service and special events

**Motion 120508.10**

The Agency should track lessons learned from special event operations.

On motion to approve Motion 120508.10: Approved

Ayes – Ballew, Downey, and Murphy

Nays – None

Absent – None

Objective 2.2.11 – Develop system of accountability for supervisors, controllers, Central Control, maintenance, etc.

**Motion 120508.11**

PSRs regarding service problems should reflect on street supervisors, not just operators.

On motion to approve Motion 120508.11: Approved

Ayes – Ballew, Downey, and Murphy

Nays – None

Absent – None

Objective 2.2.13 – Enforce leave paperwork deadlines

**Motion 120508.12**

Given the high rate of absenteeism at Muni, this should be made a very high priority.

On motion to approve Motion 120508.12: **Approved**

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

Objective 2.2.15 – Improve dynamic supervision and service management, including a fully operational line management center

**Motion 120508.13**

This strategy should explicitly include re-designation of vehicles at Embarcadero station.

On motion to approve Motion 120508.13: **Approved**

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

**Motion 120508.14**

The process for towing vehicles blocking transit lines should be streamlined. Operators should be able to summon tow trucks directly, and tow trucks should prioritize this type of call.

On motion to approve Motion 120508.14: **Approved**

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

Objective 2.3.7 – Implement comprehensive bicycle sharing program and expand scope

**Motion 120508.15**

The SFMTA CAC recommends SFMTA, BART, and Caltrain should collaborate on bike sharing plans.

On motion to approve Motion 120508.15: **Approved**

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

**Motion 120508.16**

The SFMTA should undertake a limited pilot program for bicycle space on Metro vehicles.

On motion to approve Motion 120508.16: **Approved**

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

**Public Comment:**

None

**11. Committee members' requests for information.** (For discussion only)

- Joan Downey would like to know the color schemes of taxis in the City.
- Joan Downey would like to know why NextBus signage is not part of Title VI.
- Mark Ballew would like to know when the upgrade of the radio project will be online.

**Public Comment:**

None

**12. Schedule upcoming Meeting and Agenda Items. (For discussion only)**

Next regular meeting: Tuesday, July 10, 2012 at 3:00 p.m.  
1 South Van Ness Avenue, 6th Floor (Conference Room 6053)

**ADJORN:** The meeting was adjourned at 5:00 p.m.

*Respectfully submitted by:*

*Yvette Torres*

*SFMTA – CAC Secretary*

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CITIZENS' ADVISORY COUNCIL

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

Tuesday, July 10, 2012  
Candlestick Conference Room, #6053  
1 South Van Ness Avenue, 6<sup>th</sup> Floor

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mark Ballew  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

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## ORDER OF BUSINESS

- |    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4. | Approval of Minutes   | 3:03 |
|    | • May 8, 2012   |      |
| 5. | Report of the Chairman (For discussion only)  | 3:04 |
| 6. | Public Comment  | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the OCSC's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |  |      |
|-----|--|------|
| 7.  | Presentation, discussion and possible action regarding the daily operations report. (John Haley, Director, Transit Services)   | 3:30 |
|     | This item was continued from the May 8, 2012 meeting   |      |
| 8.  | Presentation, discussion and possible action regarding dogs on Muni. (John Haley, Director, Transit Services)  | 3:50 |
|     | This item was continued from the May 8, 2012 meeting   |      |
| 9.  | Presentation, discussion and possible action regarding planning and outreach for special event services. (John Haley, Director, Transit Services and Deanna Desedas, Title & Dept) | 4:10 |
| 10. | Committee Members' requests for information. (For discussion only)   | 4:50 |
| 11. | Schedule upcoming calendar items. (For discussion only)  | 4:55 |
|     | Next regular meeting: Tuesday, September 11, 2012, at 3 p.m.<br>1 South Van Ness Avenue, 6 <sup>th</sup> Floor, Conference Room #6053  |      |

|         |      |
|---------|------|
| ADJOURN | 5:00 |
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[SFMTA Citizens Advisory Council \(CAC\)](#) > Operations and Customer Service Committee July 10, 2012, Minutes

## City and County of San Francisco Municipal Transportation Agency Citizens' Advisory Council

### Operations and Customer Service Committee

Tuesday, July 10, 2012, at 3:00 p.m.  
1 South Van Ness Avenue, 6th Floor, Candlestick Conference Room  
San Francisco, California

#### MINUTES

**1. Call to Order**

Chairman Downey called the meeting to order at 3:02 p.m.

**2. Roll Call**

OCSC members present at Roll Call: Mark Ballew and Joan Downey

OCSC members absent at Roll Call: None

OCSC members absent: Daniel Murphy

SFMTA CAC members not on this committee, but also present: Steve Ferrario

**3. Announcement of prohibition of sound-producing devices during the meeting.**

The CAC Secretary made the announcement.

**4. Approval of Minutes:**

Chairman Downey continued approval of the May 8, 2012 minutes to the next meeting.

**Public Comment:**

None

**5. Report of the chairman (For discussion only):**

None

**6. Public Comment:**

None

**7. Presentation, discussion and possible action regarding the daily operations report. (John Haley, Director, Transit Services)**

John Haley discussed the daily operations report and improvements that will be made to the report. Mr. Haley discussed staffing situations that will be made to improve quality control of the reports.

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Mr. Haley also discussed the shortage in operators that affect service delay.

**Motion 120710.01**

The SFMTA CAC recommends offering an abbreviated commercial bus driver's training program to get additional rail service drivers faster.

On motion to approve Motion 120710.01: Approved

Ayes – Ballew and Downey

Nayes – None

Absent – Murphy

**Public Comment:**

David Pilpel commented on the daily operations report.

**8. Presentation, discussion and possible action regarding dogs on Muni. (John Haley, Director, Transit Services)**

This item was continued to the next meeting.

**Public Comment:**

None

**9. Presentation, discussion and possible action regarding planning and outreach for special event services. (John Haley, Director, Transit Services and Deanna Desedas, Marketing Manager, Administration, Safety & Training)**

Janis Yuen, Community Relations Manager, discussed outreach planning to customers for special service events. Ms. Yuen stated that communications staff meets weekly with Transit Operations to plan ahead for special events. Staff puts out alert information in English, Spanish and free language assistance in various other languages. Ms. Yuen stated that staff puts out twitters and tweets to provide real-time changes that occur during special events.

**Public Comment:**

Edward Mason commented that he does not tweet or use social media, but Santa Clara Valley uses it in their signage and all of their vehicles are wi-fi equipped. Mr. Mason recommended that the SFMTA see what they are doing.

**Motion 120710.02**

The SFMTA CAC recommends that Muni needs to be especially sensitive when construction projects take place overnight. Notices for all affected addresses need to get out early enough so that residents can make plans to be away. Notices need to be email, on doorsteps, on the web, and applicable social media.

On motion to approve Motion 120710.02: Approved

Ayes – Ballew and Downey

Nayes – None

Absent – Murphy

**10. Committee members' requests for information. (For discussion only)**

- Mark Ballew would like to know which department is in charge of the bus marquees. He would like to know the process for requirements for signs and who decides what message to be displayed.

**Public Comment:**

Edward Mason commented that he saw a bus that displayed "Muni at 100" and that bus was out of service.

**11. Schedule upcoming Meeting and Agenda Items. (For discussion only)**

Next regular meeting: Tuesday, September 11, 2012 at 3:00 p.m.  
1 South Van Ness Avenue, 6th Floor, Candlestick Conference Room #6053

**ADJORN:** The meeting was adjourned at 5:07 p.m.

*Respectfully submitted by:*

*Yvette Torres*

*SFMTA – CAC Secretary*

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CITIZENS' ADVISORY COUNCIL**

**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

**NOTICE OF MEETING AND CALENDAR**

Tuesday, September 11, 2012  
Candlestick Conference Room, #6053  
1 South Van Ness Avenue, 6<sup>th</sup> Floor

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mark Ballew  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

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## ORDER OF BUSINESS

- |    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4. | Approval of Minutes   | 3:03 |
|    | <ul style="list-style-type: none"><li>• May 8, 2012</li><li>• July 10, 2012</li></ul>   |      |
| 5. | Report of the Chairman (For discussion only)  | 3:04 |
| 6. | Public Comment  | 3:05 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the OCSC's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |   |      |
|-----|---|------|
| 7.  | Presentation, discussion and possible action regarding sidewalk parking. (Lea Militello, Director, Security Investigations and Enforcement)   | 3:30 |
| 8.  | Presentation, discussion and possible action regarding training and operator availability. (Warren Cole, Organizational Development and Training Manager, Human Resources)                      | 3:50 |
| 9.  | Presentation, discussion and possible action regarding electronic head sign and public service messages. (John Haley, Director, Transit Services)   | 4:20 |
| 10. | Presentation, discussion and possible action regarding graffiti at Muni stops. (Neal Popp, Transit Services)  | 4:40 |
| 11. | Committee Members' requests for information. (For discussion only)  | 4:50 |
| 12. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, November 13, 2012, at 3 p.m.<br>1 South Van Ness Avenue, 6 <sup>th</sup> Floor, Conference Room #6053 | 4:55 |

|         |      |
|---------|------|
| ADJOURN | 5:00 |
|---------|------|

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SFMTA Citizens Advisory Council (CAC) > Operations and Customer Service Committee (OCSC) September 11, 2012, Minutes

## City and County of San Francisco Municipal Transportation Agency Citizens' Advisory Council

### Operations and Customer Service Committee

Tuesday, September 11, 2012, at 3:00 p.m.  
1 South Van Ness Avenue, 6<sup>th</sup> Floor, Candlestick Conference Room  
San Francisco, California

#### MINUTES

##### 1. Call to Order

Chairman Downey called the meeting to order at 3:12 p.m.

##### 2. Roll Call

OCSC members present at Roll Call: Mark Ballew and Joan Downey

OCSC members absent at Roll Call: Daniel Murphy

OCSC members absent: None

SFMTA CAC members not on this committee, but also present: Roland Wong

##### 3. Announcement of prohibition of sound-producing devices during the meeting.

The CAC Secretary made the announcement.

##### 4. Approval of Minutes:

- May 8, 2012
- July 10, 2012

This Item is continued to the next meeting.

##### Public Comment:

None

##### 5. Report of the chairman (For discussion only):

Chairman Downey commented on vehicles continuing to block Muni tracks and causing delays in the daily operation reports.

##### 6. Public Comment:

Edward Mason commented on commuter shuttle buses.

##### 7. Presentation, discussion and possible action regarding sidewalk parking. (Lea Militello, Director, Security Investigations and Enforcement)

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Lea Militello gave feedback to an article that discussed sidewalk parking. Ms. Militello stated that there have been many complaints to sidewalk parking in the Bayview neighborhood. Ms. Militello stated that Parking Control Officers (PCOs) take action to address 311 sidewalk complaints.

**Motion 120911.01**

The SFMTA CAC recommends that sidewalk parking laws be enforced not just against cars that leave less than four feet of direct-line travel room for pedestrians, but additionally against any car being more than one foot into the sidewalk.

On motion to approve Motion 120911.01: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

**Public Comment:**

None

**8. Presentation, discussion and possible action regarding training and operator availability.**  
(Warren Cole, Organizational Development and Training Manager, Human Resources)

Warren Cole discussed the process for training and operator availability. Mr. Cole stated that part of the challenge is they are hiring part-time operators at this time and that they lose at least eleven operators through attrition. Part-time operators work five hours a day, five days a week. From a training perspective, they would like to have more instructors to train operators.

**Public Comment:**

Edward Mason commented on regional simulator training.

**Motion 120911.02**

The SFMTA CAC recommends that the Agency expand its operator training capacity in order to meet the long-term operator needs of the Agency, even to the understood short-term detriment to service that might result from shifting personnel from operator to trainer positions. The SFMTA CAC also recommends the Agency make adoption of policies and systems to decrease trainee washout rates a higher priority. The SFMTA CAC recommends the Agency investigate whether simulator training would be cost-effective, and whether purchasing simulator equipment in conjunction with other regional transit agencies would make sense. The SFMTA CAC recommends that operators receive more hands-on training in boarding and de-boarding disabled passengers, using actual disabled passengers.

On motion to approve Motion 120911.02: Approved

Ayes – Ballew, Downey, and Murphy

Nayes – None

Absent – None

**9. Presentation, discussion and possible action regarding electronic head sign and public service messages.** (John Haley, Director, Transit Services)

Neal Popp, Deputy Director, Bus Maintenance, discussed displaying special message information on vehicles. Mr. Popp stated that broadcasting messages are done through new technology.

**Public Comment:**

Edward Mason commented on a head sign message that he saw, but did not understand.

**10. Presentation, discussion and possible action regarding graffiti at Muni stops.** (Neal Popp, Transit Services)

Committee member Ballew discussed graffiti in the Sunset tunnel and stated that the graffiti removal takes a long time to remove and if it could be streamlined. Mr. Ballew believes graffiti should be removed in three days.

Neal Popp stated that in order to go into the trackway or the tunnel, there is a narrow window for track clearance in order to do maintenance work in Muni tunnels.

**Public Comment:**

Edward Mason commented on graffiti on Muni property located in the Dolores Park area and inquired if operators are required to report graffiti they see.

**Motion 120911.03**

The SFMTA CAC that graffiti on Muni tunnels and property be removed within 72 hours of being reported, the same standard applied to private property owners in the City.

On motion to approve Motion 120911.03: Approved

Ayes – Ballew, Downey, and Murphy

Nays – None

Absent – None

**11. Committee members' requests for information. (For discussion only)**

- Daniel Murphy would like a copy of the private shuttles presentation power point that will be discussed at the September 14 PAG meeting.
- Mark Ballew would like statistics of crime on the 8AX line. Mr. Ballew stated that in the daily operations report, it appears that passengers are robbed of either their iPad or iPhone and then the bus they are on is taken out of service and this happens every one or two days.

**Public Comment:**

Edward Mason commented that he saw a bus that displayed "Muni at 100" and that bus was out of service.

**12. Schedule upcoming Meeting and Agenda Items. (For discussion only)**

Next regular meeting: Tuesday, November 13, 2012 at 3:00 p.m.

1 South Van Ness Avenue, 6<sup>th</sup> Floor, Candlestick Conference Room #6053

**ADJORN:** The meeting was adjourned at 5:12 p.m.

*Respectfully submitted by:*

*Yvette Torres*

*SFMTA – CAC Secretary*

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**OPERATIONS AND CUSTOMER SERVICE COMMITTEE**

NOTICE OF MEETING AND CALENDAR

Tuesday, November 13, 2012  
1 South Van Ness Avenue, 6<sup>th</sup> Floor  
Candlestick Conference Room, #6053

REGULAR MEETING  
3:00 P.M.

COMMITTEE MEMBERS  
Joan Downey, Chairman  
Mark Ballew  
Daniel Murphy

COUNCIL LIAISON  
Roberta Boomer

COUNCIL SECRETARY  
Yvette Torres

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## ORDER OF BUSINESS

- |    |   |      |
|----|---|------|
| 1. | Call to Order   | 3:00 |
| 2. | Roll Call   | 3:01 |
| 3. | Announcement of prohibition of sound producing devices during the meeting.  | 3:02 |
| 4. | Approval of Minutes   | 3:03 |
|    | <ul style="list-style-type: none"><li>• May 8, 2012</li><li>• July 10, 2012</li><li>• September 11, 2012</li></ul>  |      |
| 5. | Report of the Chairman (For discussion only)  | 3:10 |
| 6. | Public Comment  | 3:15 |
|    | Members of the public may address the Operations and Customer Service Committee on matters that are within the OCSC's jurisdiction and are not on today's calendar. |      |

## REGULAR CALENDAR

- |     |   |      |
|-----|---|------|
| 7.  | Presentation, discussion and possible action regarding special event planning/coordination. (Lea Miliello, Manager, Security, Investigations & Enforcement, Sustainable Streets)              | 3:30 |
| 8.  | Presentation, discussion and possible action regarding service standards. (Jason Lee, Performance Manager, Technology & Performance, Finance & Information Technology)                        | 3:50 |
| 9.  | Presentation, discussion and possible action regarding dogs on Muni. (John Haley, Director, Transit Services)   | 4:20 |
| 10. | Committee Members' requests for information. (For discussion only)  | 4:40 |
| 11. | Schedule upcoming calendar items. (For discussion only)<br>Next regular meeting: Tuesday, January 8, 2013, at 3 p.m.<br>1 South Van Ness Avenue, 6 <sup>th</sup> Floor, Conference Room #6053 | 4:50 |

**ADJOURN** 5:00

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## Operations and Customer Service Committee

Tuesday, November 13, 2012, at 3:00 p.m.  
1 South Van Ness Avenue, 6<sup>th</sup> Floor, Candlestick Conference Room

### MINUTES

#### 1. Call to Order

Chairman Downey called the meeting to order at 3:02 p.m.

#### 2. Roll Call

OCSC members present at Roll Call: Mark Ballew and Joan Downey

OCSC members absent at Roll Call: None

OCSC members absent: Daniel Murphy

SFMTA CAC members not on this committee, but also present: Steve Ferrario and Roland Wong

#### 3. Announcement of prohibition of sound-producing devices during the meeting.

The CAC Secretary made the announcement.

#### 4. Approval of Minutes:

Public Comment:

None

On motion to approve the minutes of May 8, 2012 and July 10, 2012: **Approved**

Ayes – Ballew and Downey

Nays – None

Absent – Murphy

- September 11, 2012

Approval of September 11, 2012 minutes is continued to the next meeting.

**Public Comment:**

None

#### 5. Report of the chairman (For discussion only):

None

#### 6. Public Comment:

None

7. **Presentation, discussion and possible action regarding special event planning/coordination.**  
(Lea Militello, Director, Security Investigations and Enforcement)

Lea Militello gave an overview of coordination and planning for special events. Ms. Militello

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distributed an action plan that was provided for Fleet Week events. Ms. Miliello stated that after special events, staff meets and discuss lessons learned.

**Public Comment:**

Edward Mason commented on lessons learned for special events; security breaches at Muni bus yard facilities; and events that rely on heavy transportation needs.

**Motion 121113.01**

The SFMTA CAC recommends that the SFMTA use existing street level platforms to board able-bodied passengers and use the center platform exclusively for people with disabilities for boarding at the end of special events at the ballpark.

On motion to approve Motion 121113.01: **Approved**

Ayes – Ballew and Downey

Nayes – None

Absent – Daniel Murphy

**Motion 121113.02**

The SFMTA CAC recommends that the Recreation & Park Department collect a transit fee for special-permitted events to defray the cost of providing extra transportation service.

On motion to approve Motion 121113.02: **Approved**

Ayes – Ballew and Downey

Nayes – None

Absent – Daniel Murphy

**8. Presentation, discussion and possible action regarding service standards.** (Jason Lee, Performance Manager, Technology & Performance, Finance & Information Technology)

Jason Lee gave an overview of information that is gathered for service standards reporting.

**Public Comment:**

None

**9. Presentation, discussion and possible action regarding dogs on Muni.** (John Haley, Director, Transit Services)

John Haley discussed the Operations bulletin that discussed pets and service animals that are allowed on Muni.

**Public Comment:**

None

**10. Committee members' requests for information.** (For discussion only)

- Joan Downey stated that the sidewalk by the wayside ramp on 2<sup>nd</sup> & Irving Street, which was painted red, had construction work performed by it. After the construction work was completed, that portion of the sidewalk was not re-painted red and cars can park there. Ms. Downey would like to know if that portion of the sidewalk will be re-painted red again.
- Mark Ballew stated that the weekly missed run reports are not being delivered and that the Daily Operations Report on the website has not been updated since February

**Public Comment:**

Edward Mason inquired how Muni is doing on their Centennial events and if outreach is being done.

**11. Schedule upcoming Meeting and Agenda Items.** (For discussion only)

Next regular meeting: Tuesday, January 8, 2013 at 3:00 p.m.

1 South Van Ness Avenue, 6<sup>th</sup> Floor, Candlestick Conference Room #6053

**ADJORN:** The meeting was adjourned at 5:07 p.m.

*Respectfully submitted by:*

*Yvette Torres*

*SFMTA – CAC Secretary*

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